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## International Student Handbook

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## Welcome

Welcome to Builders Academy Australia!

Builders Academy Australia (BAA) is located in one of Australia's most liveable and popular cities known worldwide for its quality education, lifestyle, fashion, festivals, nightlife and opportunities. It is also home to thousands of international students.

Our programs have been developed to meet the demands of today's workforce. They are innovative, stimulating and designed so that students achieve maximum opportunities for success. You will also develop a range of skills for your future including leadership, communication, problem solving, teamwork, innovation, and entrepreneurship, particularly as you progress through our Certificate and Diploma programs.

I look forward to meeting you during your studies at BAA.

Andrew Shea  
**Chief Executive Officer**  
**Builders Academy Australia**



## About Builders Academy Australia

House of Learning Pty Ltd trading as Builders Academy Australia (BAA) is a fully accredited private provider of education and training.

Based on the principle of “Builders Training Builders”, Builders Academy Australia draws on its deep connections to Simonds Homes, one of Australia’s largest builders of detached homes. This close industry link and Simonds’s rich history and experience is reflected in our courses, ensuring BAA graduates are ready for today’s competitive workforce. BAA prepares aspiring building professionals to make a profound impact on the building and construction environment for the next generations.

BAA’s courses give students a feel for all components of construction management through theoretical knowledge and integrated learning that takes you out of the classroom and onto the job site. Throughout your studies you will also have exposure to domestic and commercial building sites.

### Industry Connected

BAA is part of the Simonds Group which includes Simonds Homes, one of Australia’s largest builders of detached housing. Building homes since 1949, Simonds Homes holds a heritage that is celebrated and trusted by Australian families and industry. Founded by Gary Simonds, Simonds Homes’ success is built on Gary’s guiding vision to build the Great Australian Dream for families. This dream of positively impacting lives continues today in not only the homes built, but also the difference made for graduates of the industry-focused educational programs delivered through BAA.

With such extensive experience and three generations of builders, Simonds homes has a long history of building high quality and affordable homes. Simonds Homes and Builders Academy are two different businesses, however work towards the same goal which is to produce highly skilled building professionals who meet current needs of the industry.

## 10 Reasons to Study with BAA

### Recognition

All programs offered by BAA are approved by the Australian Government and are internationally recognised. BAA maintains strong links with all relevant professional bodies and encourages and invites their participation in all our validation meetings.

### Cost

Our programs are competitive in the marketplace. Our pricing structure provides students with confidence that they are receiving value for money on their investment.

### Small Class Sizes

As part of our educational strategy, students will be placed into small class sizes not exceeding 24 students for theory classes (subject to training rooms’ student capacity) to maximise student development and learning outcomes. This encourages active participation between students and trainers. This strategy also assists us in ensuring that cross-cultural understanding is promoted and enhanced.

## **Credit Transfer and Recognition of Prior Learning**

Students may be eligible for credit transfer or recognition of prior learning for previously completed studies. Assessment of eligibility will be on an individual basis and includes the assessment of qualifications and subjects completed offshore. To find out more, contact the Student Admissions and Enrolments Team Leader. Please be aware that any application for Recognition of Prior Learning or Credit Transfer may impact on the duration of your course and therefore, have an impact on your visa. Please check with the Department of Home Affairs (DHA) if you have any concerns.

## **Builders Training Builders**

At BAA you will be trained and assessed by a qualified trainer who has recent and relevant experience in what you will be learning who will be able to give you real world insights and share their experience.

## **Industry Focused Programs**

BAA provides access to broad practical, industry and professional participation by teaching through on-campus guest presentations and tutorials, as well as planned field trips and excursions which provide our students with a variety of on-the-job skills. BAA is part of the Simonds Group, which also consists of Simonds Homes, one of Australia's largest domestic home builders.

## **Cultural Diversity**

We promote cultural diversity and encourage all our students to become leaders in demonstrating culturally diverse practices. BAA actively encourages new ideas and programs identified by all members of the BAA community which lead to enhanced understanding and tolerance of culturally and linguistically diverse practices.

## **Enhanced Employment Prospects**

Through our industry focused and industry driven programs, and through our enhanced networks as well as industry's participation in our learning and assessment program; students from BAA are supported by Students Support Services to develop links with major employers which further develops skills to assist them in becoming job ready and prepare generally for the workforce.

## **Student Support Services**

Our Student Support Service strives to provide the very best welfare and academic support for our students. With our commitment to ensuring a personalised service that meets your needs, our small campus, low class numbers and personal approach to your education allows us to interact with you as often as you need.

A 'drop in' support service is provided by our friendly support staff.

## **Campus Location**

BAA is located at 570 St Kilda Road, Melbourne, Victoria, 3004. We occupy modern facilities that exceed minimum standards for education and training environments in Australia.

Located close to the Central Business District (CBD) of Melbourne, BAA is easily accessed by both private and public transport. Travelling takes approximately 15 minutes by public transport from the CBD.

BAA is a fully equipped educational facility comprising teaching rooms, student lounge and office administration area.

All teaching rooms are modern and comfortable with whiteboards, data projection and audio/visual units.

Melbourne is Australia's "best student city" in 2017 and again in 2018.

<https://www.google.com/maps/place/570+St+Kilda+Rd,+Melbourne+VIC+3004/@-37.8474742,144.9765064,17z/data=!3m1!4b1!4m5!3m4!1s0x6ad668173c090385:0xbdbf119b4f1ee77c!8m2!3d-37.8474742!4d144.9786951>



**Street Address:** Builders Academy Australia, Enrolment Team,  
Levels 3 and 4, 570 St Kilda Road, Melbourne, Victoria, 3004, Australia.

**Postal Address:** Builders Academy Australia, Enrolment Team, Locked Bag 4002, South Melbourne,  
3205, Victoria, Australia

**Phone:** 1300 534 363, select option 2

**Email:** [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au)

**Website:** [www.buildersacademy.com.au](http://www.buildersacademy.com.au)

## Living in Melbourne

### Living in Melbourne

Melbourne is the capital city of Victoria and one of Australia's most popular cities for international students, with thousands choosing to live and study here each year. It is genuinely an international city with a vibrant arts scene, a multicultural population, cosmopolitan cafes, restaurants and pubs and world-renowned sporting events with many opportunities for social and leisure activities.

Melbourne itself is located in the state of Victoria.

The official language is English; however more than 100 languages are spoken by the city's residents.

### Climate

Melbourne is commonly known for its changeable weather with the city described as having four seasons in one day. Nevertheless, it can still be enjoyed all year round.

The climate does vary up and down the coast, with the north experiencing much warmer weather than the south. As Melbourne is located in the southern hemisphere, we experience opposite seasons to those in Europe, North America and most of Asia.

During the warmer months, October to March, most of the eastern Australian states have daylight saving where the clocks are moved forward by one hour to allow for more daylight hours in the evenings. Melbourne does have daylight saving.

Season	Months	Avg. Max Temperature	Avg. Min Temperature	Avg. Days of Rainfall per Month	Avg. Hours of Daylight per Day
Summer	Dec/Jan/Feb	26°C	15°C	6	15
Autumn	Mar/Apr/May	24°C	12°C	6	11
Winter	Jun/Jul/Aug	14°C	8°C	9	10
Spring	Sep/Oct/Nov	20°C	11°C	8	13

Table data extracted from  
<http://www.livingin-australia.com/climate-weather-Melbourne/>

## Cost of Living in Melbourne

The cost of living will vary depending on the style of accommodation and the lifestyle you choose. Recreation and entertainment are matters of personal taste; the amount spent varies depending on your interests, budget and location. In estimating incidental expenses, you should consider items such as medical, transport, occasional restaurant meals, recreation, personal items, sightseeing and entertainment.

The DHA has financial requirements you must meet in order to receive a student visa for Australia.

The expected cost of living is approximately AUD\$20,000 per annum if you are single and this does not include your tuition fees and textbooks or furniture and additional household goods.

The link below provides some of the costs associated with living and studying in Australia

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

## Clothing

It is advisable to pack and bring your clothing, particularly if you are going to have limited income. Australia is more expensive to purchase these items than in Asian countries but can be cheaper for students coming from North America and Europe. There are several good shopping complexes to purchase cheaper clothing and goods, and certainly the domestic students are a wealth of knowledge in this area.

Students generally adhere to an informal dress code when studying here. Jeans, tracksuit pants or slacks with t-shirts or blouses, runners or sneakers are almost standard dress. Shorts are often worn during the summer months.

## Dependants

Dependent students are those who have a parent studying at a Victorian tertiary institution i.e. the parents must have the appropriate student visa. Dependent students are entitled to be enrolled at a Victorian government school at a reduced fee for the duration of their parent's visa. The minimum age for enrolment of a full fee dependent student at a Victorian government school is 5 years of age as at the 30 April of the year of enrolment.

An application for enrolment at a government school can be made through the schools themselves. Their details are all available on CRICOS <http://cricos.education.gov.au> Parents must provide details of the course they are enrolled in as well as providing the following supporting documentation:

- Copy of Confirmation of Enrolment from the tertiary institution;
- Full details of any scholarship held;
- Copy of visa (if received); and
- Evidence of family membership of health cover.

Other costs may also include uniforms, books, stationery and excursion fees.

## Food Shopping

Food shopping in Melbourne can be quite an adventure offering a large range of choice in gourmet food and cuisines due to our multicultural society. Supermarkets are readily available in both the city centre as well as suburban shopping centres.

As BAA is centrally located, there are shops and cafes in close proximity. Supermarkets often have extended trading hours and there are many 24-hour convenience stores and service stations. You will however, usually pay more for your purchases at these stores.



BAA is also located close to a variety of markets where supplies of fresh meat, seafood, fruit and vegetables are available. There are also speciality ethnic grocery stores in the vicinity.

For a guide to grocery outlets, check out the below internet links:

<https://www.prahranmarket.com.au/>

<https://www.yellowpages.com.au/find/supermarkets-grocery-stores/melbourne-st-kilda-road-vic-3004>

The below link provides some indicative costs for a sample of food items:

<https://liveinmelbourne.vic.gov.au/live/money-and-tax/cost-of-living-in-melbourne/melb-usa-cost-of-food-and-groceries>

### **Eating Out**

Melbourne is renowned for its international cuisine and abundant eateries. It caters for all cultural requirements. BAA is centrally located near vibrant Chapel Street and is near many of the city's eating precincts.

**Chinese/Asian** - [https://www.tripadvisor.com.au/Restaurants-q255100-c3-Melbourne\\_Victoria.html](https://www.tripadvisor.com.au/Restaurants-q255100-c3-Melbourne_Victoria.html)

**Spanish** - [https://www.tripadvisor.com.au/Restaurants-q255100-c36-Melbourne\\_Victoria.html](https://www.tripadvisor.com.au/Restaurants-q255100-c36-Melbourne_Victoria.html)

**Vietnamese** - [https://www.tripadvisor.com.au/Restaurants-q255100-c41-Melbourne\\_Victoria.html](https://www.tripadvisor.com.au/Restaurants-q255100-c41-Melbourne_Victoria.html)

**Greek** - [https://www.tripadvisor.com.au/Restaurants-q255100-c23-Melbourne\\_Victoria.html](https://www.tripadvisor.com.au/Restaurants-q255100-c23-Melbourne_Victoria.html)

**Italian** - [https://www.tripadvisor.com.au/Restaurants-q255100-c26-Melbourne\\_Victoria.html](https://www.tripadvisor.com.au/Restaurants-q255100-c26-Melbourne_Victoria.html)

**Middle Eastern and Vegetarian** - <https://www.broadsheet.com.au/melbourne/guides/best-vegetarian-restaurants>

**Cakes and Desserts** - [https://www.tripadvisor.com.au/Restaurants-q255100-zfq9909-Melbourne\\_Victoria.html](https://www.tripadvisor.com.au/Restaurants-q255100-zfq9909-Melbourne_Victoria.html)

**Markets** - <https://www.prahranmarket.com.au/>

For information on other cuisines, cafes, restaurants, pubs etc., please refer to the following internet links dedicated to reviewing Melbourne's eating scene:

- <https://www.timeout.com/melbourne/restaurants/the-best-restaurants-in-melbourne>
- <https://www.broadsheet.com.au/melbourne/guides/best-restaurants>
- <http://www.yourrestaurants.com.au/>

## Accommodation

BAA does not have its own on-campus student accommodation but there are several housing and accommodation options available. Students can choose to share and/or rent an apartment, flat or house, or stay in student apartment complexes or hostels, or live with an Australian family in a Homestay boarding situation.

Cost of accommodation can vary significantly and will be determined by location, type of housing, and how many people are to share the accommodation.

Study Melbourne provides information on living and accommodation:

<https://www.studymelbourne.vic.gov.au/living-and-accommodation#>

International students may initially book temporary accommodation, so they can make some informed choices about where they would like to permanently reside after they have arrived in Melbourne.

## Renting a House/Flat

If you are considering rental accommodation in either a house or flat, there are a range of other expenses that need to be considered:

- Rental properties usually require one (1) month's rent in advance and one (1) month's rent for bond;
- Cost of furniture and amenities;
- Periodic utility expenses (gas, electricity, water, telephone).

It could be a more feasible option to rent a room in an already established house which will not only assist with expenses, but also provides a good opportunity to gain some independence while still being able to have a close support network around you.

In these types of accommodation, you are expected to share the cleaning of the common areas as well as doing your own washing. Cooking is sometimes done individually or as a household. Living conditions are usually established at the time of entering a lease contract with the other occupants.

Housing and flat costs will vary on size of the accommodation and the number of occupants.

For further information and up-to-date listings of properties in Melbourne, go to:

- <https://flatmates.com.au/people>
- <https://www.gumtree.com.au/s-melbourne/housemate/k0l3001317>

## Entertainment

Melbourne is a vibrant city with plenty of entertainment for everyone. To get a guide of what events, shows, sports, concerts and festivals are happening in and around Melbourne, go to:

- <http://www.visitmelbourne.com/>
- <https://whatson.melbourne.vic.gov.au/Pages/Home.aspx>

The city has several cinemas and there are many cinemas in and around Melbourne and session times can be found in the local papers as well as online.

Melbourne hosts many festivals at various times throughout the year often coinciding with cultural events of our students' home country:

**Chinese New Year** - celebrations occur around the first day of the Lunar calendar which is between Mid-January and late February each year. This festival features traditional and contemporary Chinese cultural activities such as dancing, culinary delights, lion dances and fireworks.

**Irish Festival** - celebrate St Patrick's Day, 17th March with music, poetry and a procession through the city streets.

**Annual Thai Culture and Food Festival** - although modern Thai celebrate New Year on January 1st like many westerners, Melbourne hosts a Thai festival to celebrate the beginning of the new solar year (Songkran). The festival features a Thai Buddhist Ceremony as well as food and music.

**Hispanic Latin American Festival** - the Fiesta continues to celebrate Hispanic Latin American Culture, with thanks to the support of the City of Yarra and the thousands who flock every year to Johnston Street to participate and celebrate this fabulous two-day event.

**Melbourne Comedy Festival** - Annual comedy festival featuring Australian and international artists.

**Victoria Festival of Diwali** - the festival serves up a smorgasbord of ethnic activities where you can enjoy classical, folk and Bollywood dances, Indian films and authentic Indian cuisine. There are also Indian art exhibitions, traditional henna painting, and dance and craft workshops.

## Public Transport

Everything you need to know about tickets and fares for public transport in Melbourne and Victoria.

### Myki Card

Myki is your reusable travel card for trains, trams and buses in Melbourne and regional Victorian centres. Top up before your journey and touch on and touch off at a Myki reader as you travel. You can use your Myki card on Melbourne's trains, trams and buses and select V/Line trains running between metropolitan Melbourne and Eaglehawk/Epsom, Seymour, Traralgon, Waurin Ponds and Wendouree. Myki is also used on buses in Ballarat, Bendigo, Geelong, Seymour, the Latrobe Valley and Warragul. For more information you can visit the website <https://www.ptv.vic.gov.au/tickets/myki/>.

### Myki Prices

Your ticket and fare will depend on where and what mode of transport you are travelling on. Public Transport Victoria defines the metropolitan area as Melbourne and its suburbs, and the rest of Victoria as regional. There are many different types of tickets, such as Concession and Other passes. For more information you can visit the website <https://www.ptv.vic.gov.au/tickets/fares/>.

### Free Tram Zone

The Free Tram Zone in Melbourne's CBD makes it easier for commuters and tourists to move around the city. The principal boundaries of the Free Tram Zone are Spring Street, Flinders Street and La Trobe Street. Additionally, the tram routes along Victoria Street, William Street and Elizabeth Street that surround Victoria Market are also included as well as the Docklands area. The following link can be used to illustrate the free tram zone on a map [https://static.ptv.vic.gov.au/siteassets/PDFs/Maps/Network-maps/PTV\\_FreeTramZone\\_Map.pdf](https://static.ptv.vic.gov.au/siteassets/PDFs/Maps/Network-maps/PTV_FreeTramZone_Map.pdf).

BAA is accessible by train, tram and bus - <https://www.ptv.vic.gov.au/getting-around/maps/>.

For further information about public transport in Melbourne, including ticketing, timetables and concessions, contact:

Public Transport Victoria:... 1800 800 007  
Interstate callers: ..... (03) 9321 5440 (public transport in 20 languages)  
Website: ..... <https://www.ptv.vic.gov.au/customer-service>

Timetables for buses can often be provided by the driver on request, or by telephoning the bus company. Bus companies are listed in the Yellow Pages telephone directory under 'Bus and coach scheduled services'.

## **Taxis**

Melbourne taxis are easy to spot as they all display a 'Taxi' sign on the roof of the vehicle. Drivers must wear a uniform and display their identity cards on the dashboard of their car. Taxis operate 24 hours a day in most parts of Australia.

Taxi ranks are clearly identifiable by signposts and usually located in busy areas, like the CBD. You can also hail a taxi that is not at a rank providing that the rooftop light is illuminated.

A meter on the dashboard of the taxi shows the fare. If travelling in a taxi late at night (midnight-5:00am) you will pay an additional surcharge. Taxis will also charge for a phone booking.

Taxi companies are listed in the Yellow Pages telephone directory under 'Taxi cabs'.

## **Uber**

Uber is a global platform that allows you to order a ride from your smartphone. Uber is a two-way street – both drivers and riders can rate each other and share the benefits of the service. Uber is legal in all states of Australia except the Northern Territory.

If you want to use the Uber platform as a rider, you first need to download the app (available for iOS and Android) and create an account. You are required to provide your debit or credit card information, so you can be charged through the app. When you want to order an Uber, open the app and make sure your location is correct, then choose what type of Uber you want.

An UberPOOL or UberX is the cheapest option, while UberBLACK and UberLUX are the premium options, and an UberTAXI is just a regular taxi you can order through the app. Once you have ordered, you can input your destination to assist the driver. You will be shown the name and number plate of your driver as well as how far away they are. You might find the driver calls you if they need to check your location.

You can track your ride when you are in the car and send your trip status to anyone you need to. The driver will be shown an automatic route to go, but you can ask for them to take a different way. At the end of the trip you do not need to physically pay as all payments are handled by the app. The last step is rating your driver out of five stars.

## **How much does Uber cost?**

This will differ depending on the city you live in. However, you will be charged a base fare, a fare per minute and a fare per km travelled. This will result in your total. You can get a fare estimate on Uber's website.

## Student Visa

### Visa Requirements

#### Department of Home Affairs

**(DHA) Enquiries:** 131 881 Monday to Friday 8:30am-4:30pm (AEST)  
Monday to Friday 7:30am-3:30pm (AWST)

**Website:** <http://www.homeaffairs.gov.au/>

**Street address:** 2 Lonsdale Street  
Melbourne Victoria, 3000

**Postal address:** GPO box 241  
Melbourne Victoria, 3001

Your student visa has mandatory conditions that are set by Australian law and cannot be changed or disregarded. The DHA may cancel your visa if you breach any of these conditions.

Student Support is available to assist you to successfully complete your studies and will support you throughout them. However, we also have legal obligations to DHA and must report such circumstances as non-attendance or poor academic progression.

### Notify BAA of Your Address

You are required to notify BAA of your new address within seven (7) days of arriving in Australia. If you move home during your stay, you will also need to notify us of this change in writing within seven (7) days. BAA may need to contact you and you must ensure we have your current contact details.

### Study with BAA for Six (6) Months

You are required to study with BAA for six (6) months where BAA is your principal provider.

Only under exceptional circumstances are you able to change educational institutions prior to this six (6) month period expiring and you are advised to seek advice on this from Student Support or DHA. You will need to notify DHA in relation to changing institutions and provide them with a Letter of Release from BAA, Confirmation of Enrolment from your new provider and evidence of your exceptional circumstances. Failure to inform BAA of your transfer to another provider will result in a non-attendance being reported to DHA and your visa may be cancelled.

See the [Transfer between Registered Providers Policy and Procedure](#) which is also located at the end of this handbook.

### Academic Results

All international students are required to attain satisfactory academic results for each study period as determined by BAA. Failure to achieve these results may result in BAA notifying DHA which could impact on your student visa.

See the [Monitoring Course Progression Policy and Procedure](#), also located the at the end of this handbook.

## Attendance and Progress

Students must study full time in a CRICOS registered course. You must attend classes and maintain appropriate progress; this will ensure you receive the learning required to successfully complete the assessments and attain satisfactory academic results for each study period. Failure to do so may result in DHA being notified and possible cancellation of your student visa. More details provided in the [Monitoring Course Progression Policy and Procedure](#), and at the end of this handbook.

## Work Limitations

Since April 2008, international students on a student visa have been automatically granted permission to work on a student visa while studying in Australia. You will be able to work for a maximum of forty (40) hours per fortnight during a study period and unlimited hours while on course breaks.

## Overseas Student Health Cover

International students and their families are required to pay for health insurance in Australia through the Overseas Student Health Cover (OSHC) scheme prior to being issued with a visa. Not only is it your responsibility to ensure that your OSHC remains valid throughout your stay in Australia, but recent changes to legislation require all international students on a student visa to purchase OSHC for the duration of their visa at the time of enrolment.

Students from Sweden, Norway, and Belgium may have special arrangements under their own national schemes. To find out if special arrangements apply please visit the Department of Home Affairs website.

BAA recommends three providers for your health insurance requirements and can facilitate your initial payments and renewal fees for you. The suggested OSHC's are:

- Allianz <https://www.oshcallianzassistance.com.au/#anCalculate>
- Bupa <https://www.bupa.com.au/health-insurance/cover/oshcquote>
- Medibank <https://www.medibank.com.au/overseas-health-insurance/oshc/>

Your letter of offer from BAA will outline fees payable for your OSHC and will need to be lodged with BAA together with course enrolment costs.

Costs for OSHC are determined by how long you are going to be in Australia and most health funds will have comparative premiums. Single cover for a year is around \$500. If you are travelling with a family, you need to apply for family cover.

You can google OSHC in Australia to get estimates.

On receipt of your payment, BAA will issue a confirmation receipt which DHA requires as proof of OSHC cover for your visa application. Your OSHC Provider Card will be issued during the compulsory Orientation Session. You will be covered from the date of your arrival into Australia.

OSHC covers most medical expenses and the cost of hospital care while in Australia, including emergency ambulance and some prescription drugs. It will not cover dental and optometry and other ancillary services, but you are able to take out additional cover which will include these. Your cover also does not include any pre-existing illnesses or condition

## Applying

### Application Process

BAA has agreements with several education agents for the recruitment of international students. For a full list please refer to <https://buildersacademy.com.au/international-students-baa/>.

If your agent is not in the above list, you can either advise your agent to contact us or provide us with details of your agent for us to contact them.

Students can also enrol with us directly by contacting us on 1300LEGEND (1300 534 363) Option 3 or visiting our website at <https://buildersacademy.com.au/international-apply-now/>. Additionally you can email us at [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au).

You will be emailed further information about the course, including:

- Program Information Booklet
- Statement of Purpose
- Enrolment Form

Once you decide to proceed, please email the completed Statement of Purpose and Enrolment ensuring to:

- Include all relevant documentation as required, to support your application i.e. academic results and qualifications including Year 12 results, and the relevant application fee in Australian dollars (AUD\$250); and
- If required include with your application a certified copy of the results of your IELTS test.

Applicants will be notified by email regarding the success of their application. Overseas applicants who receive an offer from us will be sent a Letter of Offer together with the Course Acceptance Agreement.

To accept our offer, complete the Course Acceptance Agreement, pay the required fees, include your Pre-visa assessment results (if applicable) and submit these documents to BAA. Once we have received your signed Course Acceptance Agreement and your payment you will be issued with a Confirmation of Enrolment (CoE), enabling you to apply for your student visa.

Apply to the DHA for a Student Visa. Refer to the DHA website for detailed information regarding the visa application process. (<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>)

A. Student wishing to enrol with BAA through an Education Agent:

If student wishes that their Education Agent represents them, the student can either:

1. Complete the application form stating their Education Agent contact details, OR
2. Contact their agent to request they engage with BAA

In both cases, it will be required that the agent completes an application to enter into an agreement with BAA in order to formally represent the student. BAA provides education agents with relevant course information to enrol into the program of their choice.

Please refer to the [Student Enrolment Policy and Procedure](#), also located at the end of this handbook.



## Eligibility to Apply

**Website:** <https://buildersacademy.com.au/international-how-to-apply/>

In order to be eligible to apply for a place in one of our courses, overseas students must have:

1. A minimum educational qualification equivalent to a Victorian Year 12, as applicable.
2. Proof of suitable English Language Proficiency IELTS 5.5 or above.
3. International Students must be 18 years and over at the time of application.

Documentary evidence of educational qualifications must be included in your application.

If you need to establish how the educational level of the qualification you have completed overseas compares with an Australian qualification, you can apply for an educational assessment from Overseas Qualification Unit:

<https://internationaleducation.gov.au/services-and-resources/pages/qualifications-recognition.aspx>

The results of this assessment should be included with your application. Alternatively send an email to Student Admissions and Enrolments Team Leader stating your country and your highest qualification title to email address [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au).

Students enrolled in a course in Australia must apply for a **Unique Student Identifier (USI)**. BAA requires this no later than the Orientation Session. USI are created in order for students to have easy access to finding, collating and authenticating their VET achievements into a single transcript. The government has implemented the Unique Student Identifier (USI) initiative. A USI is effectively an account or reference number made up of 10 numbers and letters.

If you are an international student studying a nationally recognised course in Australia with an Australian training provider, you will need a USI. To be enrolled into a course with BAA and issued with a qualification upon completion, you will need to obtain a USI and submit this with your enrolment documentation. Further information and links to the USI website to apply for your USI are located at the end of this handbook under the heading 'Other enrolment information'.

## Course Fees

**Website:** <https://buildersacademy.com.au/international-courses/>

Tuition fees for overseas students are contained in the [course brochure](#) available on our website and can be provided by us if you call or email BAA. You must pay the first semester tuition fees at the time of accepting a place in one of our courses. Fees for subsequent semesters must be paid in full prior to the commencement of the new semester. Students will not be permitted to attend classes unless they have paid any outstanding tuition fees.

Students are responsible for all other costs, including books and living expenses. Fees must be paid in full by the due dates. Failure to do so may result in exclusion from the course and the cancellation of your student visa.

Fees for commencing students may increase from year to year, however the tuition fee applicable in the year of a student's commencement will remain unchanged while the student remains continuously enrolled in the course. If the student suspends or defers their studies, then the tuition fee payable on resumption will be applicable to the course fees for that year.



## ESOS

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 Students Act 2000 (ESOS) and the National Code.

The ESOS Act and associated legislation protects the interests of overseas students by providing tuition and financial assurance. To find out more about the ESOS framework and how it protects your rights, visit the ESOS section of the Department of Education and Training's (DET) [website](#).

## Course Credit (Credit Transfer and Recognition of Prior Learning)

Credit for courses or subjects undertaken at another registered training provider or other tertiary institution may be granted by us and exemptions granted accordingly. Course Credit includes credit transfer and recognition of prior learning.

Relevant information and documentary evidence must be included with your application. This includes:

- Full documentation of studies completed;
- Official details of the grading system;
- An indication of the subjects you are enrolled in but have not yet completed;
- The completion of an RPL Kit where relevant, and
- The course syllabus including subject details.

The application is dealt with on a case-by-case basis after enrolment. The applications are considered and approved by the relevant course coordinator and students notified of the outcome. If Course Credit is granted and the course duration is shortened as a result, we will report this to DHA.

For more details refer to the [Recognition of Prior Learning and Credit Transfer Policy and Procedure](#) or find the it located at the end of this handbook.

## Fee Refunds

Our fee refunds align with Australian Government requirements for CRICOS approved providers as outlined under legislation ESOS Act 2000. Full details are available in the [Refund Policy and Procedure](#) regarding your contractual documentation, which is also located at the end of this handbook.

You must read this information carefully for your own protection. Any bank fees associated with the transfer of funds, will be discounted from the refund, except where BAA is in default within the meaning of the ESOS Act 2000; in which case no administrative fee is applied.

## Deferral, Suspension and Cancellation of Enrolment for BAA

A student's enrolment may be deferred, suspended, or cancelled on the following grounds:

- Where a student does not arrive in time to commence classes for the relevant study period, BAA may defer or cancel the student's enrolment;
- Where a student elects to apply for RPL and there are no other units in which the student can enrol in the relevant study period;
- Where a student elects to defer or suspend their studies as outlined in BAA policy.
- Non-payment of any fees owing to BAA;
- Failure to meet BAA's course progression standards;
- Failure to attend classes regularly and sufficiently to ensure satisfactory course progress can be maintained. The applicant will attend all classes, assessments and examinations during the course and will abide by the policies and procedures of BAA at all times. While BAA has implemented the DET's [Course Progress Policy](#), failure to attend classes regularly and sufficiently to ensure satisfactory course progress may mean that students are at risk of having their enrolment cancelled by BAA for:
  - 'Inappropriate course progress'.
  - Misconduct by the student as outlined in the BAA code of conduct and policy; and
  - Failure to maintain a continuous valid enrolment.

Deferring, suspending or cancelling an enrolment may affect a student's visa. Students should always contact the DHA for advice on how to make a change to their enrolment status as this may impact on their visa.

See the [Deferral, Suspension and Cancellation Policy and Procedure](#), which is also located at the end of this handbook.

## Pre-departure Information

### Documents to Bring

Although some of these documents might have been supplied to BAA during your application, some may still be required during your stay in Australia.

- A valid passport with a valid student visa;
- Original birth certificate and other identification;
- Original educational qualifications and subject outlines of any previous qualification(s);
- Make sure you also have a copy of your passport and record the serial numbers if you have travellers' cheques in case they get lost; and
- Your electronic Confirmation of Enrolment form (eCoE) and Letter of Offer from BAA.

**Health Documents** – You should also bring any letter from your regular doctor regarding medications that you use, optical prescriptions if relevant and any necessary Health Insurance documents and receipts.

**Driver's Licence** - You may drive on a valid overseas licence indefinitely if you have a temporary visa (including a Student Visa), provided the licence is in English or is accompanied by an official English translation or you have an International Driving Permit. For your International Driving Permit to be valid, you must also carry your overseas license when driving.

## Suggested Personal Items

At the time of check-in, passengers have the option to check-in their baggage. For some airlines, check-in baggage is included in the price, while other airlines may charge a fee. Each airline will also have their own restrictions as to the size and weight of each suitcase. As a general rule, suitcases should not exceed a total linear dimension of 140cm (H+W+D) and may weigh between 15kg to 32kg for each piece of luggage in Economy Class.

Other optional items that we suggest could include an alarm clock, bath towels and toiletries, bedding or sleeping bag, dictionary (bilingual), umbrella, calculator, camera and a voice recorder for your classes. It is advisable to include toiletries, bath towel and a set of clothes in your hand luggage in case your luggage is misdirected en route to Melbourne.

Australia's public mains power supply is 240 volts, 50 Hz. If your communications equipment operates at a different voltage or different power line frequency, you must not connect that item of equipment to the Australian public mains power network or a telecommunications network. Electric plugs typically have three flat pins, one of which is an earth pin. You may need to purchase an adaptor or have the plugs changed when you arrive.

## Currency

There is no limit to the amount of currency you can bring in or out of Australia. However, you must declare amounts of AUD\$10,000 or more in Australian currency or the foreign equivalent.

You must disclose any promissory notes, travellers' cheques, personal cheques, money orders, postal orders or other bearer negotiable instruments, regardless of value, if requested by one of our officers or a police officer.

## Computers

International students can bring such items as desktop or laptop computers and similar electronic equipment duty-free into Australia provided Border Force is satisfied these items are intended to be taken with you on departure.

Generally, there are conditions that Australian Border Force imposes on people bringing in such items and if you have any concerns regarding this, you may want to contact Australian Border Force.

**Australian Border Force Enquiries:**      131 881      Monday to Friday 8:30am-4:30pm (AEST)  
Monday to Friday 7:30am-3:30pm (AWST)

**Website:**      <https://www.homeaffairs.gov.au/help-and-support/contact-us>

## What to Declare at Customs

During your flight to Australia, you will be given an Incoming Passenger Card - <https://www.abf.gov.au/entering-leaving-australia/files/ipc-sample-english.pdf> from the flight crew for your completion. This is a legal document and you must tick YES if you have any food or goods of plant or animal origin.

If in doubt, declare the goods and ask a Border Force or Quarantine Officer for advice on arrival. Other items must also be declared on arrival. These include items which might be prohibited or restricted and items on

which duty or tax might be payable.

If you have quarantine items that you don't wish to declare, drop them in the specially marked quarantine bins on your way to collect your luggage and before handing your Incoming Passenger Card to Border Force officials.

International passengers aged 18 years or over are entitled to bring AUD\$900 worth of general goods including gifts (given to you or intended for others), souvenirs, cameras, electronic equipment, leather goods, perfume concentrates, jewellery, watches and sporting equipment into the country tax-free.

Alcohol and tobacco products cannot be included in this concession.

These goods can be:

- Obtained overseas;
- Purchased in Australia duty or tax-free before departure;
- Goods for which a tax refund has been approved through the tourist refund scheme; and
- Purchased from an inwards duty-free shop on arrival.

From 1 July 2017, for each traveller 18 years or older, you can bring 25 grams of tobacco in any form (cigarette, loose leaf, etc.), equivalent to approximately 25 cigarettes, plus an open packet. You may also have 2.25 litres of alcoholic beverages.

More information about duty free concessions can be found on the DHA website:

<https://immi.homeaffairs.gov.au/entering-and-leaving-australia/entering-australia/duty-free>

Please note there are substantial penalties associated with attempting to bring in items such as animal, plant materials and their products, firearms and other weapons including ammunition; medicinal products containing sports performance enhancers (steroids and similar) or narcotics, etc. We suggest you check fully before leaving your home country.

You can check prior to your departure on the DHA website if items you wish to bring are restricted or prohibited:

<http://www.homeaffairs.gov.au/Trav/Ente/Brin/Can-I-bring-it-back>

At the Customs area, a Border Force Officer will check your Incoming Passenger Card. If you have stated you have nothing to declare, the Border Force Officer may tell you to enter the green route. This route takes you immediately through Customs to the 'International Arrivals' section of the airport.

Even though you may have nothing to declare, you may be selected for a random baggage check. If you have been selected for a random check, or if you indicated that you have items to declare, you will be directed to the red route.

At this point, you will be asked questions about the items you have brought with you, and your bags may be opened and checked. If your bags are searched, remain calm and cooperate with the officers. After the examination, repack your bags and leave the Customs area. You may not be allowed to keep goods such as foodstuffs or wooden articles.

## Adjusting to Melbourne

When you arrive in Melbourne expect to feel both excited and a little frustrated about your new surroundings and the ways of Australian people. You will go through a number of phases as you adjust.

Feeling a little nervous, anxious or lonely when arriving in a new country is normal. If this occurs, you are experiencing a normal reaction to an abnormal event - being away from home. Feel free to contact Student Support to talk to our Student Welfare Coordinator who is trained to help you adjust to your new surroundings.

The following strategies may also assist you in your adjustment to the new environment and culture:

- Keep in touch with family and friends - by using email, letters, Facebook or talking on the phone.
- Keep a diary or journal of your experiences - try to focus on, and always include the happy times, the funny times and new experiences such as food and people you have met.
- Get plenty of exercise - Melbourne has many walking tracks and parks. We also have many gyms and clubs that you can join.
- Look for similarities between your culture and new cultures - Melbourne is culturally rich and many people from your home country will already be living here.
- Do some familiar activities, especially the things you are good at and try a few new ones as well. Melbourne is full of opportunities to experience new things and Student Support can help you identify them.
- Get involved in an activity that will help you meet people and make new friends - Student Support can give you information about clubs, societies and other social activities available.
- The City of Melbourne website has a section for international students with a range of events and programs available  
<http://www.melbourne.vic.gov.au/community/health-support-services/for-young-people/international-students/Pages/international-students.aspx>
- Join the association/club of your home country.
- Keep in contact with people you meet during orientation for International Students.
- Use English language as much as possible: read the local newspaper and watch television to help develop your English skills. The more you use the language the more you will improve. Try to speak English as much as possible.
- Make sure you set small goals that you can achieve every day.
- Ask questions when you are unsure what to do or what is expected of you.
- Try to not make judgements about others when they are doing things differently from what you are used to. Remember they are only different, not wrong or right.

## Keeping in Touch

Staying in touch with what is happening in your home country is important to negate some of the feelings of culture shock. You can do this by reading your local newspapers, widely available in many newsagencies or online.

[www.onlinenewspapers.com](http://www.onlinenewspapers.com) - Online newspapers have thousands of newspapers including newspapers from the Middle East, Asia, Asia Pacific and United Kingdom available to read online.

[www.indianlink.com.au](http://www.indianlink.com.au) - Indian Link is an online newspaper setting new standards in journalism and production. It reaches thousands of homes and has become an integral part of lives of people from India,

Pakistan, Sri Lanka, Fiji, Nepal and Bangladesh. This website also has places of worship, events in Melbourne and live Indian radio.

[www.cavinc.com.au](http://www.cavinc.com.au) - a non-political, non-religious organisation hosting events and activities to promote and preserve the customs, culture and heritage of Chinese people living in Australia.

[www.mthai.com](http://www.mthai.com) - internet portal providing links to Thai chat rooms, news updates and magazines.

[www.nembc.org.au](http://www.nembc.org.au) - The National Ethnic and Multicultural Broadcasters Council is a peak council representing ethnic broadcasters. You are able to locate radio stations broadcasting programs in many languages on their website.

[www.sbs.com.au/radio](http://www.sbs.com.au/radio) - This radio station broadcasts in 68 languages. You can hear the latest news in your first language or keep up with what's going on in various communities around the country.

[www.radioaustralia.net.au](http://www.radioaustralia.net.au) - Radio Australia is an international service of the Australian Broadcasting Corporation and broadcasts the latest news, opinions and analysis on issues in the Asia Pacific in five (5) Asia Pacific languages as well as English (Chinese, Bahasa Indonesian, Pidgin (Tok Pisin), Vietnamese and Khmer).

**SBS** - The Special Broadcasting Service (SBS) is an Australian public broadcasting radio, online and television network. SBS operates four TV channels and five radio networks. SBS Online is home to SBS On Demand video streaming service.

**Freeview** - Melbourne has a free-to-air television service providing entertainment, education and information. It provides access and representation to the many diverse communities within Melbourne and addresses issues from around the world.

## Student Support Services

### Student Support Unit

BAA has staff to provide Student Support Services to our students. This includes Student Engagement Officers, Individual Learning Needs Officer and Training Managers.

The Team is available from:

Level 4, 570 St Kilda Road, Melbourne 3004, Victoria

**Telephone:** 1300 534 363 Option 1      **Email:** [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au)

**Office Hours:** Open 8:30- 5:30, Monday to Friday

**Website:** [www.buildersacademy.com.au](http://www.buildersacademy.com.au)

BAA aims to maximise a student's experience and learning journey whilst studying for their qualification at BAA. We provide students with assistance, advice and support to ensure that all your needs are met.

Students enrolled with us are supported through their studies in the following areas:

- Pre-arrival information;
- International student orientation program (Compulsory);
- Education and course planning (upon request);

- English language support;
- Study skills support;
- Career support;
- Financial guidance and referral;
- Personal issues;
- Employment preparation; and
- Referral to other services such as legal, medical and accommodation.

The Student Support Services is available by appointment or by dropping in at reception.

## Student Welfare

Student support services are available to ensure our students have the educational, emotional and physical support they need during the period of their enrolment at BAA.

Students may occasionally experience difficulty with a variety of issues that may impact on them completing their qualifications such as homesickness, financial and accommodation. In these circumstances they are encouraged to access the confidential services offered by us. Our individual learning needs officer is available as the first point of contact to discuss any issues that you may have.

If more intensive counselling services are required, our individual learning needs officer may refer you to an external agency that is more appropriate or experienced to assist. Information relating to referral can be obtained from our Student Support Services Team. There are no fees charged by BAA for this referral.

Study Melbourne support centre offer a number of services to International Students; visit their website <https://www.studymelbourne.vic.gov.au/> or email [info@studymelbourne.vic.gov.au](mailto:info@studymelbourne.vic.gov.au) or call 1800 056 499.

## Employment Resources

The Student Support Services Team can assist you in a number of ways if seeking employment whilst in Melbourne. This includes, reviewing your application for employment.

Study Melbourne also provides support to international student looking for an internship, casual or professional employment. Students can book in a time with a career consultant to assist you with resume writing or reviewing your resume. Industry professionals provide feedback and helpful suggestions to improve your employment outcomes.

<https://www.studymelbourne.vic.gov.au/search?query=resume+checking+services>

The International Students Work Rights Legal Service offers free, confidential and independent legal advice for international students with work problems.

## Academic Support

Student Support can also assist you with study techniques, academic writing skills and English language skills to not only enable you to complete your qualification but to ensure you make the most of your academic learning. If you are experiencing any issues with your new learning environment and teaching styles be sure to contact us so we can develop strategies to support you.



## Complaints and Appeals

BAA has in place formal complaints and appeals procedures designed to assist students who feel they have been treated unfairly. The Complaints and Appeals Policy and Procedure ensures that student concerns are addressed and resolved at the earliest possible opportunity to avoid the escalation of problems. This is available at [www.buildersacademy.com.au](http://www.buildersacademy.com.au) (hyperlink) and located at the end of this handbook.

Please contact the Student Support Services Team for advice where required.

### Legal Assistance

Although Student Support is unable to offer legal advice, we can direct you to other appropriate services.

In Australia, there are community organisations that work to inform people of their legal rights and obligations, and to improve their access to the justice system.

[Community Legal Centres](#) can provide free legal advice and information to people living in the local community. For information and advice, contact:

Federation of Community Legal Centres Victoria

**Telephone:** (03) 9652 1500

**Email:** [administration@fdc.org.au](mailto:administration@fdc.org.au)

[Legal Aid](#) can also help you with any legal problems. Legal Aid provides legal advice and help in relation to criminal matters, family breakdown, family violence, immigration, mental health, social security, debt and traffic offences.

Free and confidential legal information is available by phone.

If you require language assistance, please state your language and an interpreter or legal officer in your language may be arranged. The Multilingual Telephone Information Service provides information in Arabic, Cantonese, Croatian, Greek, Italian, Macedonian, Mandarin, Polish, Russian, Serbian, Spanish, Turkish, Ukrainian and Vietnamese.

For advice or information on the nearest service contact:

**Language Loop Powering VITS**

Level 16, 607 Bourke Street  
Melbourne, Victoria, 3000

**Telephone:** (03) 9280 1941

**Website:** [https://www.languageloop.com.au/services/interpreting-services/onsite-  
interpreting](https://www.languageloop.com.au/services/interpreting-services/onsite-interpreting)

Study Melbourne will also support you with legal matters <https://www.studymelbourne.vic.gov.au/>.



## Facilities & Resources

### Internet

Students are able to access the internet in the classrooms and student areas for the purposes of academic study, research and administrative tasks.

Internet cafes are abundant in Melbourne's CBD and are suggested for personal use. For a listing of internet cafes in Melbourne, visit <https://www.yelp.com.au/melbourne>

Study Melbourne is in a welcoming city location in Melbourne where you can study and use their free facilities such as Wi-Fi and computers.

<https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

### Pastoral Care

BAA recognises the importance of the spiritual dimension to human life and its value in building a caring community of students and staff and enriching the quality of life for all.

### Alumni

On completion of your studies at BAA, we like to keep in touch and support your career development. The alumni program provides a range of opportunities for you to remain engaged with us.

Alumni form a vital link between the BAA, our graduates and the global community. You will receive regular emails from Student Support and BAA updating you about us and requesting information relating to your career endeavours and achievements. The information we collate from your responses will also assist you in networking opportunities, employment, research and keeping in touch with your fellow graduates.

## Money and Banking

### Money

Australian currency follows a decimal system. The dollar (A\$), the basic unit of the Australian decimal system, is divided into 100 cents. Notes come in denominations of \$5, \$10, \$20, \$50 and \$100. The notes are all different in size and colour.

Coins come in denominations of \$1, \$2 (both gold coloured coins), 50c, 20c, 10c and 5c (all silver coloured coins).

The Goods and Service Tax was introduced in July 2000. A flat 10% is already applied to most goods and services.

Tipping is generally not a custom in Australia but if you feel you have received exceptional service (usually only in restaurants) you are able to offer a tip.

## Banking

BAA is situated close to the CBD and conveniently located in close proximity to many banking facilities. Most people in Australia keep their money in a bank, building society or credit union. The larger financial institutions are:

- Commonwealth Bank - [www.commbank.com.au](http://www.commbank.com.au)
- NAB (National Australia Bank) - [www.nab.com.au](http://www.nab.com.au)
- ANZ Bank - [www.anz.com.au](http://www.anz.com.au)
- Westpac - [www.westpac.com.au](http://www.westpac.com.au)

Most banks in Melbourne are open from Monday to Thursday (9:30am-4:00pm) and Friday (9:30am-5:00pm). Some branches are open on Saturday mornings, but all customer service areas of banks are closed on public holidays.

You are still able to complete transactions (deposits, withdrawals and transfers) when banks are closed by accessing an Automatic Teller Machine - ATM. You will need your bankcard and your PIN (Personal Identification Number) to access the ATM (Automatic Teller Machine).

Do not write your PIN on your bankcard. If your bankcard is stolen or lost – tell your bank immediately. ATM's are located in many locations including petrol stations and outside banking institutions.

It is recommended that you open a bank account within six weeks of arriving in Australia as you will only be required to show your passport as identification. After this timeframe has lapsed you will need to have more forms of identification to satisfy the bank's screening processes.

Make sure you tell the bank that you are a full-time student as some banks do not charge fees to students.

## Working in Australia

Most jobs and working conditions are covered by Modern or State Awards. Awards are legally binding on the employer and cover such working conditions as minimum rates of pay, allowances, overtime, penalty rates, hours of work, and leave for holidays, long service or sickness.

All new employees receive a Fair Work statement from their employer informing them of their rights as an employee. This statement provides a safety net for the employee covered by the national workplace relations system. You should familiarise yourself with this document so that you know your rights as an employee in Australia.

For more information go to [www.fairwork.gov.au](http://www.fairwork.gov.au)

## Tax File Numbers

If you intend to work in Australia while you are studying, you will need to apply for a Tax File Number (TFN). These numbers are issued by the Australian Taxation Office and are unique and individual numbers used to identify your tax records.

You need to keep your Tax File Number secure and do not tell people other than for employment and banking needs.

The Australian Taxation Office (ATO), in conjunction with DHA have developed an online registration process

for temporary visitors to apply via the internet. Online applications can be completed at [www.ato.gov.au](http://www.ato.gov.au). All student visas are now granted with work rights.

When you start work, your employer will ask you to complete a TFN Declaration form on which you need to write down your TFN. If you do not already have your TFN, the employer is not allowed to take out more than the normal amount of tax until the standard TFN processing time has elapsed.

If you earn any income in a financial year (between 1 July and 30 June), you must lodge an Income Tax Return by 31 October of that year, unless other arrangements have been made.

## Communication

### Telephones

Private accommodation can have the telephone utility connected and may require you to pay a bond and connection fee for this service. Local calls have a fixed charge irrespective of the length of the call, however interstate and international calls are charged based on the time spent on that call.

- International telephone code for Australia is +61
- The local area code for Melbourne is 03

If your family is calling you in Australia, they will need to dial +61, area code and then the telephone number. International calls can be costly, so it is suggested that you check the cheapest time to make these calls.

Public telephones are readily available at the airport, shopping centres, city mall, railways stations and some roadsides. Cost of a local call is 40 cents with no time limit. Calls made to interstate and mobile phones are timed and charged per minute. Public phones use Australian coins or phone cards which can be purchased from most newsagents.

Phone cards are available in \$A5, \$A10, \$A20 and \$A50 denominations.

International calls can also be made from public phones and are charged according to destination and time spent on the call.

### Mobile Phones

Mobile phones are a very popular communication tool with most people in Australia and there are many telecommunication companies offering a range of mobile plans with different network providers. We suggest you research these options thoroughly and ensure you read all conditions carefully.

**Telstra, Vodafone and Optus** are the main mobile phone companies that service Australia, however there are many other smaller providers. Handsets can be purchased either on a plan or with pre-paid sim cards.

To view the different plans, go to:

- Telstra - <http://telstra.com.au/mobile-phones/>
- Vodafone - <http://www.vodafone.com.au/>
- Optus - <https://www.optus.com.au/shop/mobilephones/mobilelandingpage>

## Arriving in Melbourne

All international students will arrive into Melbourne via Melbourne's International Airport. Our airport is approximately 25 minutes from the city and is located on Departure Drive Tullamarine Airport.

Taxi services and the Melbourne Airport shuttle buses operate transportation to the city. The Melbourne Airport shuttle service departs every 20 minutes between 06:20 and 01:00. All services are daily including public holidays. A one-way ticket will cost you AUD\$18. The Melbourne Airport Sky bus stop is conveniently located on the forecourt of all four terminals.

For three or more people travelling together, a taxi is the best value to or from the airport. You can hail a taxi in front of the domestic or international terminal buildings. A taxi from the airport to the city will cost between \$AU45 and \$AU80 depending on traffic and exact address.

## Orientation

### International Orientation Program

The International Orientation Program at BAA is a compulsory program of activities, information sessions, workshops that aims to assist international students with their transition to studying in Australia and their new living environment.

International students not only need to adjust to a learning environment that is delivered entirely in English with differences in study structure but must overcome additional issues of adjustment such as:

- Living in Australia and cultural differences;
- Life in Melbourne;
- Feeling alone, isolated and homesick; and
- Independence and coping financially.

You will need to bring all correspondence, passport and letter of confirmation to your first day of orientation.

Orientation will include:

- Introduction to BAA, our organisation, structure, facilities and resources;
- Enrolment information, administration processes, student cards, timetables;
- Student Support and our team who will assist you with a smooth transition academically, environmentally and socially;
  - Includes, English Language support;
  - Study skills support;
  - Employment preparation;
- Living in Melbourne - "Aussie" culture, accommodation, legal and medical services and other referral services, working, transport and getting around, community and support services available to you;
- Dealing with Culture Shock;
- Introductions to the staff and trainers;
- Introduce Study Melbourne Support Centre;
- Relevant policies and procedures including the complaints and appeals processes;

- Academic progress monitoring requirements;
- A taste of life as a BAA student;
- Safety Induction to construction industry
  - Health and Safety Legislative Requirements of Australian Construction Work
  - Construction Hazards and Risk Control Measures
  - Health and Safety Communication and Reporting
  - Incident and Emergency Response

International students should aim to arrive in Melbourne a week prior to their compulsory Orientation Program so they can familiarise themselves with their new surroundings. (You will need to refer to the Orientation Program dates provided in your information pack and on our website or contact Student Support.)

Arriving early will also give you time to arrange permanent accommodation if you have not already done so.

## Commencing Studies

### Student Card

Students will complete paperwork in relation to their ID cards and have their photos taken on the first day of orientation. Cards will be processed during orientation week.

You must carry your card with you whenever you are on campus as it is needed for:

- Photocopying and printing; and
- Assists in campus security.

### Student Identification Number

Each student is issued with a student identification number on orientation day which will remain the same for the period of your study. This number is to be entered on all correspondence while studying at BAA, such as change of address forms and special consideration forms.

## During Studies

### English Only

Having students from many different nationalities and a mixture of cultures we want to make everybody feel included in the BAA community.

BAA encourages students to speak English at every opportunity. This is the best and fastest way to learn and it increases your chances of getting a job. English should be spoken in classrooms, corridors, lunchrooms and all public areas of the BAA campus.

## Emergency Information

### Emergencies

In an emergency, telephone **000** for:

- Police;
- Ambulance; and/or
- Fire Brigade.

Calls to 000 (triple zero) are free. Be prepared to provide your name, address and telephone number (if you have one), and the type of service you need.

### Police

In an emergency, telephone 000 and ask for the “Police”. For non-urgent matters, ring your local police station. Their numbers are listed under ‘Police stations’ in the White Pages telephone directory. There is no charge for police services.

Police in Australia are not connected to the military forces and do not play a part in politics. They aim to protect life and property in the community, prevent and detect crime, and preserve peace. The police may intervene in family issues where there is a domestic dispute or concern about physical, sexual or psychological abuse.

### Ambulance

If you need an ambulance, telephone 000 and ask for an “Ambulance”. Ambulances provide emergency transport to hospital and immediate medical attention.

In Western Australia the Ambulance is not a free service. Your OSHC will cover your ambulance cost only when it is required medically for admission to hospital or for emergency treatment.

To be fully covered for ambulance costs, it is advised that you ensure your health cover includes cost for the service of an ambulance.

Collect a membership application form at Australia Post and join over the counter or contact:  
Ambulance Membership 1800 648 484.

### Fire

In an emergency, telephone 000 and ask for the “Fire Brigade”. The fire brigade puts out fires, rescues people from burning buildings and also assists in situations where gas or chemicals become a danger. In non-urgent cases, you can use the telephone number listed under ‘Fire Stations’ in the White Pages telephone directory.

## Telephone Crisis Counselling

There are various telephone counselling services including **Lifeline** which offer free crisis counselling 24 hours per day, 7 days per week. You may be feeling desperate, just need to talk to somebody, or want to use their specialist financial, gambling or youth counselling services.

Organisation	Contact details	Support offered
Lifeline	13 11 14 <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	24-hour crisis support and suicide prevention phone line service.
Relationships Australia	1300 367 277 <a href="http://www.relationships.org.au">www.relationships.org.au</a>	Leading provider of relationship support services for individuals, families and communities.
MensLine Australia	1300 789 978 <a href="https://mensline.org.au">https://mensline.org.au</a>	Help for men of any age.
Kids Helpline	1800 551 800 <a href="https://kidshelpline.com.au">https://kidshelpline.com.au</a>	Help for young people aged 5 – 25.
Head to Health	<a href="https://headtohealth.gov.au/">https://headtohealth.gov.au/</a>	Australian Government's e-mental health portal website.
Beyond Blue	1300 224 636 <a href="https://www.beyondblue.org.au">https://www.beyondblue.org.au</a>	Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.
Mindspot	1800 614 434 <a href="https://mindspot.org.au">https://mindspot.org.au</a>	The MindSpot Clinic is a free telephone and online service for Australian adults troubled by symptoms of anxiety or depression.
Headspace	<a href="https://www.headspace.org.au">https://www.headspace.org.au</a>	National youth mental health foundation dedicated to improving the wellbeing of young Australians.
Reachout	<a href="https://au.reachout.com">https://au.reachout.com</a>	Australia's leading online mental health organisation for young people and their parents.
White Ribbon	<a href="https://www.whiteribbon.org.au">https://www.whiteribbon.org.au</a>	Provides assistance to domestic violence victims.
Vincent Care Victoria	03 9611 9200 <a href="https://vincentcare.org.au/get-help/financial-hardship">https://vincentcare.org.au/get-help/financial-hardship</a>	Assists with financial hardship and homelessness.
National Debt Helpline	1800 007 007 <a href="http://www.ndh.org.au/Debt-solutions/Emergency-assistance">http://www.ndh.org.au/Debt-solutions/Emergency-assistance</a>	National Debt Helpline is a not-for-profit service that helps people tackle their debt problems. We're not a lender and we don't 'sell' anything or make money from you. Our professional financial counsellors offer a free, independent and confidential service.
Direct Line	1800 888 236 <a href="http://www.directline.org.au">www.directline.org.au</a>	Confidential Alcohol & Drugs counselling and referral in Victoria
Centre Against Sexual Assault	1800806292 <a href="http://www.sacl.com.au">www.sacl.com.au</a>	The Sexual Assault Crisis Line Victoria (SACL) is a state-wide, after-hours, confidential, telephone crisis counselling service for people who have experienced both past and recent sexual assault. SACL is the central after-hours coordination centre for all recent sexual assaults and provides immediate crisis responses throughout Victoria. SACL operates between 5pm weeknights through to 9am the next day and throughout weekends and public holidays.
Gambler's Help	1800 858 858 <a href="https://gamblershelp.com.au/">https://gamblershelp.com.au/</a>	Gambler's Help services are designed to: <ul style="list-style-type: none"> <li>• meet your needs as the person seeking support, ensuring choice and control</li> <li>• be free, accessible and close to where you live, wherever that is in Victoria</li> </ul>

Organisation	Contact details	Support offered
		<ul style="list-style-type: none"> <li>• achieve high quality standards through being informed by evidence, delivered by trained professionals and monitored for effectiveness</li> <li>• be responsive to local community needs and emerging challenges</li> <li>• enable you to seek the breadth of support you need, recognising that gambling harm does not occur in isolation.</li> </ul>
Samaritans Crisis Line	Call 135 247 <a href="https://thesamaritans.org.au/get-help-support/">https://thesamaritans.org.au/get-help-support/</a>	Reasons you might call us could be: <ul style="list-style-type: none"> <li>• Relationship or family problems</li> <li>• Loss and bereavement</li> <li>• Financial worries or job-related anxiety</li> <li>• School, college or study-related stress</li> <li>• Illness – your own or someone you care for</li> <li>• Addiction or substance abuse</li> <li>• Thoughts of suicide.</li> </ul>
Poisons Information Centre	<a href="https://www.betterhealth.vic.gov.au/health/serviceprofiles/victorian-poisons-information-centre-service">https://www.betterhealth.vic.gov.au/health/serviceprofiles/victorian-poisons-information-centre-service</a> Call 13 11 26	The Victorian Poisons Information Centre (VPIC) has information on what to do when someone has been poisoned, overdosed or made a mistake with their medication. VPIC can also help if someone has been bitten or stung by marine animals (such as jellyfish), snakes, spiders or insects (such as bees or wasps). When you call the VPIC, trained staff will give you first aid information, tell you if you need to call an ambulance or they may refer you to a doctor for treatment.
Victims of Crime Helpline	Call 1800 819 817 <a href="https://www.victimsofcrime.vic.gov.au/">https://www.victimsofcrime.vic.gov.au/</a>	The Victorian Government's Victims of Crime Helpline offers information, advice and support for you and your family. Contacting the helpline is the first step to get free services to help you manage the effects of crime.
Parentline	Call 13 22 89 <a href="https://www.education.vic.gov.au/Pages/default.aspx">https://www.education.vic.gov.au/Pages/default.aspx</a>	Parentline is a phone service for parents and carers of children from birth to 18 years old. We offer confidential and anonymous counselling and support on parenting issues. Available 8am to midnight, seven days a week including public holidays.
Quitline	137 484 <a href="https://www.quit.org.au/">https://www.quit.org.au/</a> Victoria QUIT Victoria 615 St Kilda Road Melbourne Vic 3004 Ph: 03 9514 6100	Help to quit smoking

## Emergency Medical and Hospital Services near us

### **Royal Melbourne Hospital**

Grattan Street, Parkville  
 Phone: 9342 7000

### **Royal Park Campus**

Poplar Road, Melbourne  
 Phone: 8387 2000

### **The Alfred**

Commercial Road, Melbourne

### **International Medical Services**

Collins Street, Melbourne



Phone: 9076 2000

***Bupa Medical Visa Services***

Bourke Street, Docklands  
Phone: 1300 794 919

***Monash Medical Centre***

Clayton Road, Melbourne  
Phone: 9594 6666

Phone: 9639 0050

***Melbourne Health Services***

Cardigan Street, Carlton  
Phone: 8344 6904

***St Vincent's Private Hospital***

59 Victoria Parade  
Phone: 9411 7111

## Medical Information

### Medical Centres

International students are able to access free medical services with participating general practitioners in the CBD. You will need to present your OSHC Card at the time of your appointment which enables medical practices to bulk bill Overseas Student Health Cover (OSHC) patients by claiming electronically their consultation fee directly with <insert OSHC provider>.

***Chapel Gate Medical Centre (East)***

6/10 Chapel Street, Melbourne  
Phone: (03) 9510 7888

***South Melbourne Family Practice (South)***

Level 1/11 Cecil Street, Fitzroy 3065  
Phone: (03) 9284 3400

***Medical One- Victoria Gardens (West)***

Victoria Gardens Shopping Centre Level 1, 620  
Victoria Street, Richmond 3121  
Phone: (03) 9427 4000

***Richmond Medical (North)***

9/ 63 Coppin Street, Malvern East  
Phone: (03) 9429 8822

### Dental Services

OSHC does not cover students for dental services. If you would like to be covered for these services, you will need to upgrade your OSHC. Please speak to Student Support for advice. Please find below a list of dentists in the CBD where you will be responsible for the payment of the service:

**Complete Dental Care**

468 St Kilda Road, Melbourne 3004  
Phone: (03) 9866 1171

**Melbourne Dental Services**

Level 11/ 15 Little Collins Street, Melbourne  
Phone: (03) 9662 2569

**Nib Dental Care Centre Melbourne**

**356 Collins Street, Melbourne**

Phone: 1300 346 300

**Maven Dental South Yarra**

Level 3 Chapel Street, South Yarra  
Phone: (03) 9826 2146

**Enhance Dental**

219 St Kilda Road, Melbourne  
Phone: (03) 9533 8488

## Multicultural Information

### Religion

The City of Melbourne is the home, workplace and leisure centre of one of the world's most harmonious and culturally diverse communities. The spirit embraces change while respecting heritage, celebrates diversity while sharing common sense of place and pride, and aspires to a rich, lively and peaceful future.

While living in Melbourne, you will have no trouble in locating an appropriate place of worship. Although Christianity is the main practised religion in Melbourne, there are several major religions. BAA has compiled a list of places of worship but certainly is not exhaustive. If you need further information or assistance in this area, please contact Student Support.

***Ethnic Communities Council of Victoria***

Phone: 9354 9555

<http://eccv.org.au/>

***Indonesian Christian Church***

156 Collins Street

Melbourne, Victoria, 3000

Phone: 0430 479 898

<http://www.icc-melbourne.org/>

***Melbourne Buddhist Centre***

23 David Street, Brunswick

Phone: 9380 4303

<http://melbournebuddhistcentre.org.au/>

***St Pauls Cathedral (Anglican)***

Flinders Lane and Swanston Street

Melbourne, Victoria, 3000

<https://cathedral.org.au/>

***Central Chinese Baptist Church***

135 Chapel Street, North Melbourne

Phone: 9329 6065

<https://ccbc.org.au/index.php/zh/>

***South Melbourne Community Centre***

Phone: 9209 6349

[http://www.portphillip.vic.gov.au/south\\_melbourne\\_community\\_centre.htm](http://www.portphillip.vic.gov.au/south_melbourne_community_centre.htm)

***Australian Multicultural Foundation***

Phone: (03) 9347 6622

[www.amf.net.au](http://www.amf.net.au)

***Islamic Council of Victoria***

Phone: 9328 2067

<https://www.icv.org.au/>

***Church of Scientology of Melbourne***

231 Mt Alexander Road, Ascot Vale

Victoria, 3032

Phone: 9654 8655

<http://www.scientology-melbourne.org/>

***St Patrick's Cathedral (Catholic)***

1 Cathedral Place, East Melbourne

Victoria, 3002

Phone: 9662 2233

<https://www.cam.org.au/cathedral>

***Melbourne Hebrew Congregation (Jewish)***

2/8 Toorak Road, South Yarra

Phone: 9866 2255

<http://www.melbournesynagogue.org.au/>

## Australian Customs and Laws

### Law

Knowing and understanding Australian customs and laws will help you to adjust to life in the Australian community.

Australia is a tolerant, diverse society with people from many different cultures and ethnic backgrounds. Although English is the national language, there are around 200 languages spoken in Australia.

In Australia you do not have to be the same as other people to belong. Everyone is free to express and maintain their cultural and religious traditions, within the law, and participate and belong as Australians. At first you may not be used to such diversity, however if you are open and respectful towards people, ideas and traditions, which in some cases may be quite new or challenging for you, you are likely to fit in and be successful in your new life.

### Equality and Anti-discrimination

You have the right to be respected and to have your needs considered as fairly as everyone else. Similarly, you should respect other people, whether they were born in Australia or, like you, from overseas.

Under the Anti-Discrimination Act, no person should be treated worse than others because of age, race, country of origin, marital status, pregnancy, political or religious beliefs, disability or sexual preference. Men and women are equal under the law and for all other purposes.

Australia has a tradition of free speech. However, it is unlawful to insult, humiliate, offend or intimidate another person or group.

### Criminal Offences

Crime is usually described as any behaviour or act that is against the law and may result in punishment. Everyone in Australia is expected to obey all Australian laws. For more information on criminal offences and the role of the police in Australia:

[Police Guide](#) (available in 8 languages).

### Domestic Violence

Violence towards other people is illegal in Australia and viewed very seriously. This includes violence within the home and within marriage. Domestic violence is behaviour by a person which may result in the victim experiencing or fearing physical, sexual or psychological abuse and damage, forced sexual relations, forced isolation or economic deprivation.

- Women's Information Services ..... (08) 62178230 (24 Hour Line) / 1800 199 174 (free)
- Women's Domestic Violence Helpline ..... 1800 007339 (free) or 9223 1188

### Driving

To drive a car in Australia you must have a driver's licence and the vehicle you are driving must be registered with the government.

If you are in Melbourne on a temporary visa, you can drive on your overseas licence (provided it is a current,

valid licence) for an indefinite period provided your overseas licence is in English (or you have an English translation), or you have an International Driving Permit.

If you are in Melbourne on a permanent visa, you can drive on your overseas licence for only three months from the date you entered Australia or from the time a permanent visa was issued to you. If you want to continue to drive in Melbourne after that time, you must apply for a Victoria driver's licence.

For more information relating to licences, please contact Vic Roads 13 11 71 or <https://www.vicroads.vic.gov.au/licences>

Disobeying or breaking traffic laws can result in large fines, the loss of your driver's licence or even imprisonment. There are seatbelts in all cars for adults and older children. You will require government approved restraints for young children and babies.

If you are involved in a road accident you must report it immediately to the police. International students should also ensure that their insurance policy covers them in the event of an accident.

The laws are particularly strict regarding speed limits and driving after drinking alcohol (including riding a bicycle). In Melbourne, your blood alcohol level needs to be less than 0.05% and police have authority to submit anyone driving to a random breath analysis test. It is also illegal to drink while driving. Certain drivers are required to abide by a zero-tolerance law, meaning that no alcohol can be consumed if the person intends to drive.

It is also useful to know that it is against the law to use your mobile phone while driving unless you have a "hands free kit".

### **Drugs, Smoking and Drinking**

There are many laws about having possession of and/or using drugs. Breaking drug laws can lead to severe penalties.

Smoking tobacco is prohibited in a growing number of places in Australia, including most government offices, health clinics and workplaces. Smoking in restaurants and shopping centres is also prohibited in Melbourne. Non-smoking areas are often indicated with signage.

Drinking alcohol is legal in Australia but only in certain places at certain times. It is against the law for any person to sell or supply alcohol to a person under the age of 18 years. It is also against the law for a minor to drink alcohol except on private property such as a home or in other specific circumstances. Drinking alcohol is also prohibited in some public areas.

For further information:

- Australian Drug Information Network - [www.adin.com.au](http://www.adin.com.au)
- Australian Quit Support:  
[http://www.quitbecauseyoucan.org.au/browse.asp?ContainerId=support\\_services\\_wa](http://www.quitbecauseyoucan.org.au/browse.asp?ContainerId=support_services_wa)

### **Environment**

A clean environment and the protection of nature are important to Australians. It is illegal to litter, create pollution or dispose of waste without permission. Native animals, shellfish and plants are protected by law. In addition, there are special rules which apply to National Parks to prevent them being spoilt.

**Environment Protection Authority: 1300 372 842**

## Noise

There are laws that protect Australians from excessive noise. The regulations vary from state to state but in general neighbours are tolerant of the occasional noise, but if frequent or excessively loud, complaints can be lodged with the local council or the police.

## Animals

Australia has laws to protect animals from cruelty and neglect. It is forbidden to kill animals in the backyard. People who mistreat animals and birds can be fined or imprisoned. There are local laws on what animals can be kept at home and you should consult your local council regarding registering them.

## Australian Customs

### Meeting People and Communicating

When meeting someone for the first time, it is usual in Australia to shake the person's right hand with your right hand. People who do not know each other do not generally kiss or hug. Many Australians look at the eyes of people they are talking with as a sign of respect and to show they are listening. However, you should be aware that it may make some people feel uncomfortable or embarrass them.

When meeting a new person, many Australians are not comfortable being asked questions about their age, marriage, children or money.

Unless you have been introduced to someone by their first name, or unless you are asked to call them by their first name, it is usual to address them using their title and family name, (e.g. Mr Wong, Mrs Smith, Ms Brown, Dr Lee). In the workplace and with friends Australians usually call each other by their first names.

### Polite Behaviour

Australians usually say "please" when asking for something or for a service and usually say "thank you" when someone helps them or gives them something. Not saying this could be seen as impolite.

Australians usually say "excuse me" to get someone's attention and "sorry" when they accidentally bump into someone. Australians also say "excuse me" or "pardon me" when they burp or belch in public or in someone's home.

You should always try to be on time for meetings and other appointments. If you realise you are going to be late, try to contact the person and let them know. This is very important for professional appointments as you could be charged money for being late or if you miss the appointment without letting the person know in advance.

Most Australians blow their nose into handkerchiefs or tissues, not onto the pavement. This is also true for spitting. Many people will also say "bless you" when you sneeze - this phrase has no religious intent.

It is also important to know that some behaviour is not only impolite but also against the law. Examples include swearing in public, pushing in line, urinating or defecating anywhere except in a public toilet or private toilet.

### Clothing

Australia is a diverse society. The variety of clothing which people wear reflects this diversity. Many people tend to dress casually or informally for comfort or according to the social situation or climate. Many people also choose to wear traditional clothes, which may be religious or customary, particularly on special occasions.

There are few rules on clothing, although there are certain clothing rules for work situations and in certain premises. Clubs, movie theatres and other places may require patrons to be neat, clean clothing and appropriate footwear.

You may find some clothing styles confronting or offensive. For example, some women wear clothes that reveal a lot of their body. You should not judge them by the standards of your previous country. In Australia, no matter what a woman's style of dress might be, you must not interpret it to mean they have low morals or that they wish to attract men's interest.

### Common Australian Expressions

Many common Australian expressions or slang may seem strange to people new to Australia. If you are unsure what an expression means, it is acceptable to ask. Some common examples are:

- Bring a plate – when you are invited to a social or work function and asked to "bring a plate", this means to bring a dish of food to share with other people.
- BYO – this means to 'Bring Your Own' drink which may include alcohol, juice, soft drink or water. Some restaurants are BYO. You can bring your own bottled wine, although there is usually a charge for providing and cleaning glasses, called 'corkage'.
- Fortnight – a 'fortnight' is a two-week period. Many Australians receive salary or wages every fortnight.

## Safety

### Security at BAA

- If students observe anything suspicious occurring in or around the premises, they are to contact a staff member immediately who will undertake the required processes to deal with the situation.
- If students are harassed by anyone, they should report this immediately to a staff member. Students should not confront the harasser but rather seek to put a distance between themselves and the situation where possible.
- Students should not leave valuables such as wallets, purses, mobile phones or similar in unattended bags.
- When leaving the premises students should try to make sure they are accompanied by another student where possible.

### Public Transport Safety

- Avoid unnecessary delays, plan your travel using a timetable.
- Whilst waiting or travelling, students should position themselves where they feel safest. This may be near other passengers, transport staff or by themselves. Students should choose well-lit busy areas, rather than dark, quiet spots.
- Students should have a plan for after getting off public transport. Consider lighting, help points and communication tools. You should also be aware of who is around, including who gets off when you do.
- If you feel uncomfortable this should not be ignored. Remain positive and consider a strategy to cope with the situation.

### Security on the Street

- Students should walk purposefully and be aware of their surroundings, including the presence of people and public phones.
- Keep to well-lit major roads and paths at night and do not cross through parks.
- If approached by anyone keep this person at a distance - usually at least three steps from you.

- If approached for money or anything else, advise the person you cannot help them and keep walking toward other people.
- If you think you are being followed at any time, change direction and find a place where there are other people.
- If driving, ensure you park in well-lit areas, lock your car on departure and check through the windows prior to opening cars on returning. It's always a good idea to change the place you park on a regular basis.
- Always ensure personal items such as wallets, bags and purses are kept close to your body.

\*Some content used in this International Student Handbook was obtained from the DHA website (<http://www.homeaffairs.gov.au/>).

## Other enrolment information

### Unique Student Identifier (USI)

In order for student to have easy access to finding, collating and authenticating their VET achievements into a single transcript, the government has implemented the Unique Student Identifier (USI) initiative. A USI is effectively an account or reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

If you are an international student studying a nationally recognised course in Australia with an Australian training provider, you will need a USI.

To be enrolled into a course with Builders Academy Australia and issued with a qualification upon completion, you will need to obtain a USI and submit this with your enrolment documentation.

All international students in Australia will have a non-Australian passport and will have been issued with an Australian Visa. This will allow you to use your passport as proof of ID when creating your USI.

You cannot apply for a USI whilst you are still overseas. International students (including New Zealand) can only create their USI once they have entered Australia using their non-Australian passport and Australian visa.

### How do I apply for my USI?

You are able to create your USI by simply going onto <https://www.usi.gov.au/> following the steps as per the fact sheet provided to you prior to your enrolment consultation. The USI is generated at no cost.

Once you have followed all the online application steps and provided the required information, your USI will be automatically generated and appear on your screen. It will also be sent to you via your selected contact method.

For further information, refer to the contacts displayed on the fact sheet available from <https://www.usi.gov.au/about>.

Having the USI account will allow you access to all your training results from all providers. It will also ensure that students who may misplace their certificates can obtain evidence of their achievements in the future.

Please ensure you maintain your information in the USI account up to date to ensure you can be contacted by the Department of Education and Training, if necessary to do so.

## **International, Overseas and Offshore Students**

### **International students in Australia**

If you are an international student studying in Australia with an Australian training organisation you will need a USI.

All international students in Australia will have been issued with an Australian Visa. This will allow you to use your passport as proof of ID when creating your USI.

To create your USI you need the following:

You will need to provide identification to create a USI.

One of the following are acceptable forms of ID:

- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Australian Birth Certificate
- Australian Driver's Licence
- Medicare Card
- Certificate of Registration by Decent
- Citizenship Certificate
- ImmiCard

Should take less than 5 minutes to complete.

### **What happens next?**

Once you have received your USI you are required to provide Builders Academy Australia with this identifier by recording the number in the application form. We will then be able to validate and record it in our Student Management System.

It is an enrolment requirement to provide Builders Academy Australia with your USI. It is expected you provide your USI no later than Orientation day.

Builders Academy Australia will retain digital records with regards to the USI. They are held securely preventing unauthorised access, loss or damage.

For more information, please visit <https://www.usi.gov.au/students> or <https://www.usi.gov.au/Node/1386>



## Policies and Procedures

1. Student Enrolment Policy and Procedure
2. Assessing Enrolment Applications Policy and Procedure
3. Recognition of Prior Learning and Credit Transfer Policy and Procedure
4. Fees and Charges Policy and Procedure
5. Student Support Policy and Procedure
6. Monitoring Course Progression Policy and Procedure
7. Completion Within the Expected Duration Policy and Procedure
8. Critical Incident Policy and Procedure
9. Complaints and Appeals Policy and Procedure
10. Transfer Between Registered Providers Policy and Procedure
11. Deferral, Suspension and Cancellation Policy and Procedure
12. Refund Policy and Procedure

### 1. Student Enrolment Policy and Procedure

#### Policy Statement

BAA will ensure that it will only accept applications that meet the requirement of entry in a program for international students.

BAA has sufficient processes to ensure the quality of the enrolment process to maximize the international student's ability to successfully complete their intended course or courses.

#### Procedure

This procedure should be read in conjunction with the Assessing Enrolment Applications Policy and Procedure.

The enrolment process refers to the different stages in the application for enrolling into a CRICOS approved program with BAA.

These are:

1. Enquiry
2. Application
3. Assessment of Application
4. Offer and Agreement
5. Student Acceptance
6. Issuing CoE
7. Commencement of Studies

Student Enrolment Policy and Procedure covers Stages 1 and 2. The remainder is covered under the Assessing Enrolment Application Policy and procedure.

#### 1. Enquiry

Enquiries received from potential students offshore or onshore via, phone, social media, word of mouth, generic emails through our website, or via an education agent who has or are willing to have, an agreement in place with BAA are received by the BAA Course Advisors.

When a prospective student or education agent makes contact with BAA enquiring about enrolling into a program, BAA will make available to the student in print or through referral to an electronic copy, current and accurate information regarding the following documentation at a minimum:

1. Program Information Booklet
2. Statement of Purpose
3. Student Handbook
4. Enrolment Form

This documentation includes:

- a) The course content and duration, including any holiday breaks, modes of study and assessment methods;
- b) All relevant course codes, including the CRICOS course code for each relevant CRICOS registered course;
- c) The requirements for acceptance into a course, including the minimum level of English language proficiency, and whether course credit may be applicable;
- d) Campus locations and a general description of facilities, equipment, and learning and library resources available to students in the LMS;
- e) Details of any arrangements with another registered provider, person or business to provide the course or part of the course, if applicable.
- f) Indicative fees including advice on the potential for fees to change during the international student's course and applicable refund policies;
- g) Qualification or another Award offered if applicable
- h) Information about the grounds on which the international student's enrolment may be deferred, suspended or cancelled;
- i) A description of the ESOS framework, including official Australian Government material or links to this material online made available electronically by the Department of Education and Training (DET);
- j) Relevant information on living in Australia, such as:
  - i. Indicative costs of living;
  - ii. Accommodation options; and
  - iii. Where relevant, schooling obligations and options for school-aged dependents of intending international students, including that school fees may be incurred; and

BAA has documented procedures in place and implements these procedures to assess whether the international student's qualifications, experience, career goals, purpose of study and English language proficiency are appropriate for the program for which enrolment is sought.

For students who have made contact directly to BAA via phone, the Course Advisor will follow up with an email including the above documentation.

Once a student has reviewed the above documentation, they can then proceed with the enrolment application.

## 2. Application

Students who after reviewing all documentation provided and if necessary, consulted further with BAA staff, are able to apply for enrolment with BAA. This can be done directly by the student or through the Education Agent via post, in person or email.

At this stage, the student is expected to provide the following:

- Completed and signed application for enrolment. If this is not completed in full, it must be returned to the applicant (or their agent) for completion before it can be processed
- Completed Statement of Purpose
- Documentation relevant to the application such as:
  - Certified copies of their qualifications (where the original is not in English, an official translation, also certified must be provided);

- Evidence meeting all entry requirements including English language proficiency for the course as specified in the Program Information Booklet
- A copy of the international student's passport (where possible, otherwise a copy of this must be provided at orientation); and
- A copy of the international student's visa (where possible, otherwise a copy of this must be provided at orientation).

Stages 4 to 7 of the enrolment process are carried out by appropriate BAA staff members trained for assessing of all enrolments as per the Assessing Enrolment Application Policy and Procedure.

### Incoming Student Transfers

BAA will ensure that they do not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six (6) months of his or her principal course of study except where:

- a) The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- b) The original registered provider has had a sanction imposed on its registration by the ESOS Agency that prevents the international student from continuing their course with the registered provider;
- c) The original registered provider has provided a written letter of release and recorded the date of effect and reason for release in PRISMS; or
- d) 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.

To ensure that this does not occur, where the application appears to be from an international student on a student visa who is currently enrolled with, or claims to have recently cancelled their enrolment with another provider, the Pre-Enrolment and Enrolment Team Leader must follow the following procedure for processing the application for enrolment:

- Confirm via PRISMS if the international student has completed six (6) months of their principal course or
- The international student is providing a valid and current Letter of Release from their provider. (if possible)

### Suggestions for Identifying a Transferring Student

- An international student who applies for enrolment onshore whose usual visa subclass would prevent them from applying for a student visa onshore;
- An application form states that the student has a student visa and/or the applicant includes a copy of their student visa with the application;
- The education agent advises you that they have a student in Australia for whom they are seeking enrolment; and/or

In any of these cases, the Pre-Enrolment and Enrolment Team Leader should assess the copy of the student visa to confirm the legitimacy of the application for enrolment, as well as whether the student may require a Letter of Release.

In all circumstances where the student is seeking to transfer, the Enrolment Team must ensure that the student has completed at least six (6) months of his or her principal course of study unless:

- The original registered provider has ceased to be registered or the course has ceased to be registered;
- The original registered provider has provided a written Letter of Release;
- The original registered provider has or had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or

- Any government sponsor of the student deems that a transfer is in the student's best interest and supports the transfer request in writing.

## 2. Assessing Enrolment Applications Policy and Procedure

### Policy Statement

BAA will ensure that it assesses all applications for enrolment by international students to ensure that they are eligible for enrolment, have every opportunity to meet the requirements of the program and can meet any student visa conditions that BAA is required to monitor or is able to assist the student to monitor.

### Procedure

This procedure should be read in conjunction with the Enrolment Application Policy and Procedure.

The enrolment process refers to the different stages in the application for enrolling into a CRICOS approved program with BAA.

These are:

1. Enquiry
2. Application
3. Assessment of Application
4. Offer and Agreement
5. Student Acceptance
6. Issuing CoE
7. Commencement of Studies

This Policy and Procedure covers Stages 3 to 7. Stages 1 and 2 are covered in the Enrolment Application Policy and Procedure.

Upon receiving an application for processing, staff must confirm:

- That the international student has been issued with or been provided access to International Student Information including but not limited to, the International Student Handbook which includes information about BAA and Living in Australia; Program Information Booklet;
- The application for enrolment is complete (all sections have been completed), the application is signed. If the application for enrolment is not complete, it must be returned to the applicant (or their agent) for completion before it can be processed.
- Statement of Purpose
- That the applicant has included as relevant:
  - Certified copies of their qualifications (where the original is not in English, an official translation, also certified must be provided);
  - Evidence meeting all entry requirements including English language proficiency for the course as specified in the Program Information Booklet
  - A copy of the international student's passport; and
  - A copy of the international student's visa (where possible, otherwise a copy of this must be provided at orientation).

Where the student is not able to provide certified copies, originals must be provided, for verification no later than at orientation.

Upon confirmation that the application is complete and that all required supporting documentation is present, BAA staff members must confirm that the supporting documentation, including evidence of English language proficiency, is adequate for acceptance of a place into the course requested.

However, if the student has ticked that they have a disability or medical condition in the enrolment form and subsequently, a Health Management Plan. This must be reviewed by the Student Welfare Coordinator or the Individual Learning Needs Officer who if required, will follow up further with the student. If this case, determination of the acceptance into the course may be affected.

### **3. Assessment of Application**

All BAA programs have admission criteria to assist BAA staff to determine whether or not an applicant is suitable for enrolment at BAA in their chosen program. BAA has the following general admission criteria which must be met to enable international students to have their enrolment accepted:

1. International students must be a minimum of 18 years of age.

BAA also has criteria that need to be met for individual program and these will vary from one to another. These criteria will include (but are not limited to):

1. Minimum English language requirements (while these are aligned to student visa requirements, these English language proficiency levels also ensure that the international student is able to communicate at an appropriate level of the Australian Core Skills Framework (ACSF) and with sufficient Language, Literacy and Numeracy (LLN) capability);
2. Pre-requisites or entry requirements for the specific course.

International students will also have requirements that need to be met and monitored for the purposes of their student visa including (but not limited to) for example:

1. International students can only enrol in CRICOS registered courses;
2. International students must have Overseas Student Health Coverage for the duration of their visa;
3. International students must demonstrate financial capacity to live in and study in their enrolment;
4. International students must meet the Genuine Temporary Entrant (GTE) criteria.

BAA staff must assess each international student application for enrolment to ensure that all applicants meet the eligibility criteria for the course that they have applied for and respond in one of three (3) ways:

1. The application for enrolment can be accepted and a formal offer made to the international student;
2. The application for enrolment can be conditionally accepted and a conditional offer made;
3. The application for enrolment is denied.

Where an enrolment application is denied, the student will be notified of this in writing stating the reasons for this.

Where an offer or conditional offer of enrolment is made, any conditions on the applicant's enrolment must be included in the written course agreement between BAA and the international student.

Where an international student applies for recognition of prior learning, national recognition or course credit, the Recognition of Prior Learning, Credit Transfer Policy and Procedure must be read in conjunction with this policy and procedure.

BAA staff must at all times ensure as much as possible that documentation is authentic. Some indicators of non-genuine documentation include for example (but are not limited to):

- Unexpected lines that might appear due to repeated photocopying;
- Security watermarks appearing in photocopies where it would not be expected to see any;
- Dates that do not align with student enrolment details;
- Certification that has incorrect codes and titles;
- Previously submitted documentation;
- Signatures do not match.

Where a concern about the authenticity of a document exists, BAA staff must not approve the application. However, seek further confirmation or explanation from the international student. Where it is identified

that an international student has submitted falsified information or documentation in their application, their application for enrolment will not be processed. If it is identified after enrolment has been processed, the international student's enrolment will be cancelled.

If the student has enrolled through an education agent, BAA will investigate the matter with the education agent, and if applicable, action will be taken as relevant.

While BAA will offer all international students' recognition of prior learning and/or credit transfer where, during the application process it is identified that the international student might benefit from applying for course credit, ultimately, it is incumbent upon the international student to accept that offer and make a formal application to BAA.

### **English Language Proficiency**

When assessing an application for enrolment from an international student at BAA, the Enrolment Team and Individual Learning Needs Officer must seek the required evidence that the international student has met the requirements for eligibility in the course as described previously and as per the relevant course.

BAA staff must sight certified evidence that all applicants who are offered a place at BAA in a CRICOS registered course meet these requirements at a minimum. Where the evidence of English language proficiency does not meet the minimum requirement on its own, this may be combined with additional ELICOS classes either as per the recommendations in the table from the Department of Home Affairs website or more if required. BAA staff may also accept evidence of a minimum two (2) years study in a previous qualification in Australia as evidence of English language proficiency when this is combined with an LLN assessment.

All international students, regardless of their English language proficiency must undertake an LLN assessment prior to commencement of their course.

### **Minimum Academic Requirements**

In all Vocational Education and Training (VET) international students will need to demonstrate minimum academic suitability. All students will be required to complete a language, literacy and numeracy test prior to commencing classes to determine each students' overall ACSF level.

For this program, the academic suitability requirements are linked to foundation and technological skills as below.

The entry level for the Building and Construction Leadership program is:

- Reading 3
- Numeracy 3
- Learning 3
- Oral Communication 3
- Writing 3

### **Technology literacy requirements**

Students are expected to have a basic working knowledge of simple computer programs, including being able to use Microsoft Word and an internet browser.

### **Passport and Visa**

BAA staff must confirm that the copy of the passport and visa (where possible) are current and valid and confirm that the student's visa (where relevant) allows:

- a) The international student to study under the visa subclass that they hold

- b) Sufficient time for the international student to complete the course within the expected duration or, where there is insufficient time remaining on the student's visa, that it is placed as a condition of enrolment that the international student is required to obtain a new student visa.

The above can be confirmed through Vevo.

### Student Visa Requirements

As part of the enrolment process students are required to indicate their intentions to enrol into the program with BAA. Where BAA staff have concerns about the student's genuine intention to study, further assessment of the student's purpose and reason for enrolling will take place.

The following criteria is assessed as suitable for enrolment based on the exemplar responses provided by BAA management:

- Financial Capacity;
- The international student's history in Australia;
- Post – study intentions.

Other criteria that support successful completion of academic programs at BAA are (but are not limited to):

- Ensuring all fields on all documents are completed properly;
- The international student does not appear to be going from one college to another:
  - For short periods of time;
  - For lengthy periods (in other words the international student has completed at least 2 courses with other providers);
- The commencement date on the international student visa was several years prior to the international student's enrolment application at BAA;
- The international student's English language proficiency evidence is outdated by several years;
- The international student's OSHC has expired or is due to lapse;
- Provision of the Unique Student Identifier (USI)

### Unique Student Identifier (USI)

Students must provide their USI no later than the Orientation day. Information for this is provided in the Student Handbook and Program Information Booklet.

### Receiving Course Money

BAA staff must only accept fees from an international student or intending international student after BAA has issued to the student a Letter of Offer with all supporting documentation including an International Student Course Acceptance Agreement and that international student has had *sufficient time* to consider their options and make an informed decision about studying in Australia with BAA. It should be noted that 'sufficient time' for a potential international student who is offshore for example would be considered that BAA staff have:

- Received an application for enrolment from the international student;
- Assessed the international student's eligibility for enrolment;
- Emailed the international student, education agent or other representative the acceptance of the application with all supporting documentation and the International Student Course Acceptance Agreement, including OHSC fees if applicable, and
- The international student, education agent or other representative after having had an opportunity to speak with and confirm the details with the international student, returns the completed International Student Course Acceptance Agreement.

Where BAA staff receive any payment arrangements, with the International Student Course Acceptance Agreement, they must ensure that this is noted in the electronic student file and used as relevant.



Where the International Student Course Acceptance Agreement or accompanying documentation states that payment has been made into the BAA banking account using the details provided by BAA, BAA staff will ensure that all funds have been received by BAA prior to issuing the CoE.

Under no circumstances must BAA staff accept any course money from international students or intending international students at this stage of the enrolment process.

Where payment is inadvertently received prior to the arrival/receipt of the course acceptance, the receiving staff member must notify the international student, parent/legal guardian and/or the education agent and advise them in writing that the enrolment cannot be processed until such time as the course acceptance is received.

Where the application and supporting documentation meet these requirements, and there are sufficient places available for the specific intake requested, the application can be accepted, and an offer of enrolment made. Where the application cannot be accepted, a letter denying the enrolment application must be issued.

#### **4. Offer and Agreement**

Where BAA staff have accepted the application for enrolment, they must issue the applicant with the following documentation:

- Letter of Offer;
- Course Agreement;
- International Student Handbook; and
- ESOS Framework.

They must provide this documentation in one (1) of the following formats:

- Reply email (ensuring that the documentation is attached to the requesting email);
- In person; or
- By Post (hard copy).

Course Acceptance Agreement must be issued to each intending international student with the Letter of Offer and supporting documentation. Each International Student Course Acceptance Agreement that is issued to an intending international student of BAA must contain the information as per the National Code 2018. Such as:

- Identify each CRICOS registered course for which the student has been offered a place;
- Any conditions on the student's enrolment (these may include but are not limited to):
- Evidence of attaining a minimum English language proficiency;
- Provides an itemised list of all course money that is compulsory for satisfactory completion of the course (including but not limited to):
- Non-refundable application fees;
- Total tuition fees;
- Fees per study period and the study periods to which each payment applies;
- OSHC information (as relevant)
- Intending international students must also be provided with an itemised list of all non-tuition fees (as relevant).

Where the fees are not compulsory but optional, these should be detailed on the International Student Course Acceptance Agreement also and clearly marked as optional.

All costs associated with re-enrolment charges, charges for replacement academic records or statements of attainment etc. must be itemised in the written agreement or a link to supplementary material that contains it; in the case of BAA, this information is included in the International Student Fees and Charges Policy and Procedure and, where appropriate, some fees are itemised also in the Student Handbook. This information



is made available prior to completion of the application for enrolment and is made available to students as part of the supporting documentation to be issued with the Letter of Offer.

The student must review, accept the offer and sign the agreement in order to secure a place with BAA.

## **5. Student Acceptance**

Once the completed and signed documentation is received, BAA staff will check that this is correct and that allows us to proceed.

BAA staff will also commence an electronic international student file for each applicant upon receipt of an application and all correspondence and supporting documentation must be included in this file. The international student file is to contain all documentation and is to be stored securely as per standard BAA procedures.

## **6. Issuing the eCoE**

Student who are accepted into a program will be issued with a CoE as per the Issuing a CoE PRISMS Policy and Procedure.

When BAA staff have finished creating the eCoE/eCoEs, they must keep a copy for the International Student File, as well as create a PDF version to be sent to the international student. The CoE email to the student is confirmation of their acceptance of their course pending visa status.

## **7. Commencement of Studies**

### **Reporting Commencement**

At the commencement of each study period, BAA staff must confirm the study commencement on PRISMS by clicking on '*Confirm Study Commencement*' for each relevant international student in each relevant eCoE. BAA staff must also run a report from the PRISMS database to confirm each student who is due to commence on the specified date. Where an international student fails to attend the compulsory orientation session and/or commence their course within fourteen (14) days of the course commencement date and the international student, parent, legal guardian, education agent or other representative has provided no notification of a delay, BAA staff must notify the Chief Executive Officer immediately before the end of the fourteenth (14<sup>th</sup>) day.

### **Reporting Non-Commencement**

Where BAA becomes aware of an international student failing to attend the compulsory orientation session and/or commence their course within fourteen (14) days of the course commencement date as specified on the student's eCoE and no notification of a delay due to student visa processing or a request for deferral under Standard 9 of the National Code 2018 has been provided by the international student, education agent or other representative, the Chief Executive Officer must report this to the Department of Home Affairs (DHA) via PRISMS in accordance with Section 19 of the ESOS Act 2000 within fourteen (14) days.

## **3. Recognition of Prior Learning and Credit Transfer Policy and Procedure**

### **Policy Statement**

BAA will ensure that they grant course credit to international students for recognition of prior learning and/or credit transfer where the international student applies for it and must:

- a) Have documented procedures for the granting and recording of course credit;
- b) Provide a record of the course credit granted to the student, which must be signed or otherwise accepted by the student, and be placed on the student's file; and

- c) Retain the written record of acceptance for two (2) years after the international student ceases to be an accepted student.

Where BAA grants the international student course credit which leads to a shortening of the international student's CRICOS registered course, BAA must:

- a) If the course credit is granted before the international student visa grant, indicate the actual net course duration (as reduced by course credit) in the Confirmation of Enrolment (CoE) issued for that international student for that CRICOS registered course; and
- b) If the course credit is granted after the international student visa grant, report the change of course duration via PRISMS under Section 19 of the ESOS Act.

Where BAA accepts an *Application for Recognition of Prior Learning and/or Credit Transfer* from an international student, the assessment of that application must ensure that it complies with the underpinning educational framework of the course and preserves the integrity of the award to which that application applies.

## Procedure

### 1. Granting Course Credit

Initial consideration for granting course credit (if applicable) is carried out by the Pre-Enrolment and Enrolment Team Leader. Course credit will be assessed and granted (if appropriate) at the time of application for enrolment and the adjusted duration will be reflected in the Letter of Offer, Condition Letter of Offer and Confirmation of Enrolment (CoE).

Where it is not possible for the international student to apply for course credit at the time of enrolment, the international student's application will be made as soon as practicable after enrolment to allow assessment of the student's eligibility for course credit.

To gain course credit, the applicant must provide certified copies of evidence with their application for enrolment.

The assessment of the *Application for Recognition of Prior Learning and/or Credit Transfer* must preserve the integrity of the award to which it applies, including for example, but not limited to:

- That it meets the underpinning educational framework requirements of the course and that a full set of evidence is available to support any grant of course credit for a satisfactory assessment of recognition of prior learning and/or credit transfer under the Standards for Registered Training Organisations (RTOs) 2015 or other relevant accreditation framework;
- That there is sufficient evidence that meets the principles of assessment and rules of evidence, particularly in relation to the areas of authenticity and currency;
- The evidence provided by the international student is originally in English or has been professionally translated by a National Accreditation Authority for Translators and Interpreters (NAATI) qualified translator;
- That it demonstrates that the evidence provided by the international student would meet the requirements of an Australian workplace context for the grant of course credit.

#### 1.1 Credit Transfer (CT)

Credit Transfer is the recognition of any equivalent study an international student has previously undertaken. To apply for credit transfer, the international student is required to provide evidence of the accredited study along with the *Application for Recognition of Prior Learning and/or Credit Transfer* form.

Credit Transfer can only be granted if evidence of equivalence has been previously determined through a formal process like a mapping guide, transition arrangements or precedence. Regardless, the unit of competency, subject or module, the learning outcome must be like-for-like otherwise it is a recognition of prior learning process and not a credit transfer.

Pre-Enrolment and Enrolment Team Leader must conduct all course credit transfer assessments.

BAA will not charge fees for assessing credit transfer requests.

A successful application for credit transfer may reduce the length of an international student's course and must be assessed by the training department as this is a training and assessment function. If this occurs before the visa is granted, BAA will indicate the actual net course duration in the CoE issued for that international student for that course. If the credit transfer is granted after the visa grant, the change in course duration is reported via PRISMS under Section 19 of the Education Services for Overseas Students (ESOS) Act.

### **1.2 Recognition of Prior Learning:**

Recognition for Prior Learning (RPL) is an assessment process for the purpose of recognising skills and competencies an individual may have already attained and to provide them with a formal qualification (or Statement of Attainment) from a nationally recognised training package or curriculum.

Individuals wishing to apply for RPL may already have skills and knowledge through:

- Formal or informal training and education
- Work experience
- General life experience

RPL assesses a person's skills and competencies to determine and ensure these are current.

RPL is not required when a person already has the same unit of competency issued by another Registered Training Organisation (RTO). In this case, the concept of National Recognition will apply, and Credit Transfer will be provided to a successful applicant.

Fees for RPL will be calculated on the number of units that are being applied. This will be communicated to the students at the time of enrolment.

#### **Application**

RPL application are completed and submitted through the Learning Management System. Each unit of competency you apply for requires that students demonstrate having the skills and knowledge relevant to the unit by mapping their work experience, general life experience and any formal and/or informal training against the different elements which form part of each unit of competency.

Students are also required to provide evidence to back up your statements. The evidence must be:

- current, no more than 18th months old
- valid, must be relevant to the elements /unit you are providing the evidence for.
- reliable, can be corroborated as authentic. The assessor will verify all the evidence provided.

This supporting evidence can vary and may include the below:

- A current CV – it is very important this is current and includes tasks relevant to the units for which you are seeking RPL
- Copies of formal and informal training certificates/statements. i.e. Statements of attainment, Certificates, Certificates of Attendance/Participation in workplace education...
- Position Descriptions from previous/current roles
- Job References
- Examples of work documents
- Job contracts

- Documents displaying skills relevant to the units
- Videos demonstrating your skills
- Third party reports
- Observation checklist completed by a supervisor
- Membership of relevant professional associations

Once you have completed the RPL application and uploaded all evidence, you are able to 'submit' the application for assessment.

A successful application for RPL may reduce the length of an international student's course and must be assessed by the training department as this is a training and assessment function. If this occurs before the visa is granted, BAA will indicate the actual net course duration in the CoE issued for that international student for that course. If the RPL is granted after the visa grant, the change in course duration is reported via PRISMS under Section 19 of the Education Services for Overseas Students (ESOS) Act.

## 2. Conditions

International students need to confirm in writing and via their signature that:

- 2.6.1** Course credit has been offered to them as a result of their *Application for Recognition of Prior Learning and/or Credit Transfer*
- 2.6.2** The amount of course credit granted to the international student;
- 2.6.3** The course credit reduces the expected course duration as reflected on the Letter of Offer or CoE;
- 2.6.4** Acknowledgement that if the course credit is accepted by them, that it will or will not reduce the expected course duration on their CoE;
- 2.6.5** Confirmation by the international student of acceptance of course credit granted or rejected.

In the instance where an international student provides certified copies of results from a previous provider and that international student applies for recognition of prior learning and/or credit transfer, BAA will, upon verifying these records, recognise these units of competence previously studied with another provider.

Where an international student provides certified copies of results from a previous provider and that international student does not apply for recognition of prior learning and/or credit transfer, upon receipt of these results, BAA will again offer the international student recognition of prior learning and/or credit transfer, however, should the international student decline this offer, the student will need to acknowledge this rejection of the offer by signing the declaration 'Recognition of Prior Learning and Credit Transfer Rejected'.

## 3. Recording Course Credit Details

If possible, during the application for enrolment process, international students who intend to apply for recognition of prior learning and/or credit transfer need to identify to BAA of their intention to apply for recognition of prior learning and/or credit transfer and their eligibility for course credit on the Enrolment Form.

Where the international student has indicated that they have an intention to apply for course credit but it has not been applied for at the enrolment process stage, the international student will again be asked to complete an application for Recognition of Prior Learning and/or Credit Transfer upon arrival and, should they reject this offer, the student will acknowledge this rejection of the offer by signing the declaration 'Recognition of Prior Learning and Credit Transfer Rejected'.

International students who, outside this process, still wish to apply for recognition of prior learning and/or credit transfer, will be advised to complete an Application for Recognition of Prior Learning and/or Credit Transfer which will be made available to the international student upon request.

Upon receipt of the Enrolment Form, the Enrolment Team Leader will forward the application form to the Senior Trainer who will assess the evidence provided or issue an indication of any potential credit that might be applicable. The Enrolment Team Leader will advise Student Administration of the course credit granted and whether there is any revision required to the expected course duration as reflected on the international student's CoE.

Student Administration staff proceed to prepare and issue a Letter of Offer with the expected course duration as confirmed by Pre-Enrolment and Enrolment Team Leader. The Letter of Offer, together with the *Application for Recognition of Prior Learning and/or Credit Transfer* form with the result of the assessment recorded, will be given to the international student to sign and accept where indicated.

All documentation/evidence, including the international student's acceptance or otherwise, must be recorded on the *Application for Recognition of Prior Learning and/or Credit Transfer* form and provided to the Student Support Services- Team Leader within two (2) business days of the course credit being granted/accepted. Student Administration will record the information on the student's record contained in the Students Management System.

International students who are not satisfied with the outcome of the assessment of their *Application for Recognition of Prior Learning and/or Credit Transfer* are provided with information in relation to their ability to access the *Complaints and Appeals Policy & Procedure*.

A copy of all documentation and evidence to support the *Application for Recognition of Prior Learning and/or Credit Transfer*, and grant of course credit, will be kept on the student's file located at BAA.

#### **4. Refund of Fees for Credit Transfer of Units**

A refund of fees for individual units of competency, modules or subjects attained through the *Application for Recognition of Prior Learning and/or Credit Transfer* process will not be given unless it is a credit transfer and the unit of competency, module or subject learning outcome is like-for-like and the unit of competency, module or subject is not part of a clustered or holistic delivery and assessment arrangement.

Tuition fees may be reduced only if the student is granted sufficient credits or exemptions to complete the program in a significantly shorter period of time than normal. The final decision on a refund in this situation will be given by the CEO after consideration of an application for refund.

## **4. Fees and Charges Policy and Procedure**

### **Policy**

- All information provided in marketing and promotional materials that relates to course fees is accurate and relevant to the BAA International Student Fees Policy.
- Under special circumstances and prior to student acceptance of the course, if BAA made changes to students' course fees, must be provided with thirty (30) days' notice in writing prior to any course fee changes and confirmation received from each international student that they were advised in writing. A copy of this acknowledgement will be retained in the international student's file.
- BAA must not accept any course money from international students on a student visa until such time as the student has accepted the International Student Course Acceptance Agreement. This can occur concurrently, however.
- BAA will ensure that it includes a copy of all international student fees and charges in its written agreement with international students, being the International Student Course Acceptance Agreement.
- Students may choose to pay more than 50% of their tuition fees prior to course commencement.

- All fees and charges by BAA will be fair and reasonable.
- BAA will ensure it retains receipts of all tuition and non-tuition fees for two (2) years after the international student ceases to be an **accepted student** at BAA .
- Students payment options and due dates are provided with the Course Acceptance Agreement.
- Where payment is inadvertently received prior to the arrival/receipt of the course acceptance, the receiving staff member must notify the international student, parent/legal guardian and/or the education agent and advise them in writing that the enrolment cannot be processed until such time as the course acceptance is received.

## Procedure

### Tuition and other Fees

#### 1. **All Students** are required to pay for the following fees:

- Application fee.** This is applicable to all international students applying for enrolment with BAA. The application will not be processed until the fee has been received. This is a non-refundable fee.
- Course Fees,** refers to Tuition Fees and other charges as stated in the student agreement.
- Tuition fees.** Fees students are charged for the provision of training and assessment.

Students must pay all associated Course Fees as per the Enrolment Agreement and their individualised Fee Schedule, otherwise students will not be allowed to continue study. When a student accepts an offer by BAA by paying the fees, a binding contract is created between the student and BAA.

- Overseas Student Health Cover (OSHC),** It is a condition of international student visas, that the Australian Government requires the student to have Overseas Student Health Cover for the duration of their time in Australia. This insurance must provide medical and hospital cover and must include family members such as spouses and children.

BAA is able to provide OSHC through [TO BE DETERMINED] as the preferred provider and will provide the associated fees and charges on the Letter of Offer OR the student is free to arrange OSHC themselves.

Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.

Refunds for OSHC are provided only in exceptional circumstances and subject to the approval of the [TO BE DETERMINED] for BAA and BAA's Finance Manager.

Please refer to Overseas Students Visa Requirements for further information in regard to appropriate Health Insurance Cover.

#### **Other Fees** (applicable to the specific circumstances listed below)

- **RPL fee**  
Students applying for Recognition of Prior Learning (RPL) will be charged per unit of competency. The fee will equal that for the provision of the training of such unit of competency. This will vary according to each qualification.
- **Credit Transfer.** Students who provide Australian Nationally Recognised testamur as evidence for credit transfers, will not be charged a fee for this application. Their tuition fee will be reduced by the unit/s cost.  
If the student provides international testamur, a fee equal to the cost of delivering the unit will be incurred.
- **Re-issue of testamur/certificates**  
Students requiring replacement of their Certificate or Statement of Attainment will be charged an administration fee of \$65.00. A Request Form for Replacement of Certificates or Statements of Attainment must be lodged with the Finance Department and the fee paid in advance.
- **Late/default payment fee:**



Should a student not pay the required fees by the due date nor submit and had approved a Fee Extension Request Form, then a late payment fees of \$15.00 applies.

All outstanding student debts must be settled before final assessments are undertaken.

Students will not be allowed to enrol in further courses until all outstanding debts are settled.

### **Collection of Fees**

In line with the ESOS Act, a registered provider must not receive more than 50% of the total tuition fees for a course before an overseas student begins the course. Exceptions apply if the student or the person responsible for making the payment chooses to do so.

The provider must keep all fees paid in advance in a separate account which meets the requirements of the Act.

Students agreement for the payment of fees will be outline in the Agreement. Students must adhere to this.

International students' collection of fees is as below. **Course Fees**, refers to Tuition Fees and other charges as stated in the student agreement.

- a) **Enrolment Fee** of \$250 is payable at the time the student completes the application form. This is non-refundable.

- b) **Tuition Fees:**

BAA requires students to pay tuition fees for the in four instalments due before the commencement of each study period. Student wishing to pay for the whole course must confirm this in writing.

Due dates for instalments are provided to students with the student agreement.

Please note RPL and Credit Transfer fees are considered tuition fees. Therefore, any fees pertaining to these must be paid as part of the tuition fees.

- a. **Overseas Student Health Cover (OSHC)**, where the student has chosen BAA to organise this cover, payment must be received in full and in advance.

### **Other charges:**

All other fees for each course must be paid in full prior to commencement of such course

- **Re-issue of Student ID Card:** This fee is payable at the time of application
- **Re-issue of testamur/certificates:** This fee is payable at the time of application
- **Late/default payment fee:** This fee is payable as soon as the scheduled payment is defaulted
- **Overseas Student Health Cover (OSHC):** This fee is payable at the time of application

### **Payment Methods**

All Fee payments must be made in Australian Dollars and can be paid by: Direct / SWIFT Deposit OR Credit Card.

### **Tuition Assurance**

In accordance with the ESOS Act, BAA ensures the security of Student Fees through membership to the Australian Government's Tuition Protections Service (TPS) which is a placement and refund service for international students. The TPS is similar to an insurance cover that aims to place students in an alternative course and offer a pro-rata refund on unused portions of their tuition fees.

In the unlikely event of BAA default, then all unspent pre-paid tuition fees to date will be refunded to the student within fourteen (14) days of the default day. Other associated fees may be refunded. Alternatively, the student may be offered enrolment in an alternative course (this course may or may not be with an

alternative provider) at no extra cost with any unspent tuition fees transferred to the new course and where relevant, the new provider. The student reserves the right to accept either the refund amount or a place in another course.

Where the student accepts a refund of unexpended pre-paid tuition fees from the TPS, they will be required to comply with all relevant immigration requirements and should note that this may have an impact on their student visa.

Where the student wishes to obtain further information about the Tuition Protection Service (TPS), it can be found at the following website:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Finally, if the BAA cannot place the student in a suitable alternative course and is unable to offer a refund of unspent tuition fees, the Tuition Protection Service (TPS) will attempt to place the student in a suitable alternative course or, if this is not possible, students will be eligible for a refund as calculated by the TPS. If BAA is not in a position to refund the unexpended pre-paid tuition fees, BAA will notify the TPS Director within three (3) business days of the default or intention to default. At this time, BAA will have fourteen (14) days to satisfy its tuition protection obligations to current students. Subsequent to the fourteen (14) days lapsing, BAA will have a further seven (7) days to advise the TPS Director of the final outcome.

## 5. Student Support Policy and Procedure

### Policy Statement

BAA will ensure that they assist international students to adjust to study and life in Australia, including through the provision of a mandatory age and culturally appropriate orientation program that includes information about:

- a) Student support services available to international students in the transition to life and study in a new environment;
- b) English language and study assistance programs;
- c) Legal services where relevant;
- d) Emergency and health services;
- e) BAA's facilities and resources;
- f) Complaints & appeals processes;
- g) Any student visa condition relating to course progress and/or attendance as appropriate;
- h) Assistance if personal circumstances are affecting their education in Australia;
- i) Information related to living in Australia including (but not limited to):
  - i. Maximising their personal security and safety both on and off campus;
  - ii. How to seek assistance and report incidents that affect international student wellbeing, including critical incidents; and
  - iii. Providing international students with general information on safety and awareness relevant to life in Australia such as (but not limited to):
    - Swimming and beach safety;
    - Driving in Australia;
    - Nightlife in Australia; and
    - Assault (including physical, financial, sexual and emotional).
- j) Information related to working in Australia including information such as (but not limited to):
  - i. Employment rights;
  - ii. Conditions of employment;
  - iii. Resolving workplace issues; and
  - iv. The role of the Fair Work Ombudsman.



BAA must give relevant information or provide referrals for international students to participate in services or provide access to services designed to assist international students above. BAA must also provide the opportunity for international students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services must be provided at no additional cost to the international student.

If the registered provider refers the international student to external support services, the registered provider must not charge for the referral. While providing a referral service for many community-based and fee for service providers who can assist with general welfare and academic support, BAA also provides reasonable support to international students enabling them to achieve their expected learning outcomes.

BAA has in place access to learning support services consistent with the requirements of the CRICOS registered courses it offers, regardless of the locations of these courses, the modes of study being undertaken or the individual needs of international students enrolled in those courses. BAA has the following learning support services available internally:

- Academic tutorial support with a Trainer and/or Assessor
- Study skills assistance;
- English language skills assistance;
- Culture shock support

Where BAA does not have the learning support services available internally, it provides access via a referral to specialist centres and professionals who can provide the learning support required.

Where there is online study involved in the CRICOS registered course, BAA understands that not all cultures and backgrounds have been exposed to the same learning and teaching methods as we have in Australia and some students may not have good information technology skills or be familiar with using a computer or the internet for example. BAA provides international students with a preliminary review of the capacity of the international student to engage in that mode of study and identifies any potential support needs through this review. Learning support needs that BAA provides to support international students with these modes of delivery include (but are not limited to):

- Tutorial support with a Trainer; and
- Digital literacy assistance.

These support services include regular monitoring inside and outside the class by the trainer and assessor as well as student support staff working collaboratively to ensure that the international student has, and accesses, all required support strategies. Where possible and relevant, BAA staff will liaise with any external agencies as part of a broader intervention strategy to support the international student maximising their ability to achieve and maintain satisfactory course progress.

BAA has a documented *Critical Incident Policy*, together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, records of the incident and remedial action taken. These records must be maintained for at least two (2) years after the international student ceases to be an accepted student of the course.

BAA has a designated member of staff to be the official point of contact for international students. The student contact officer has access to up-to-date details of the registered provider's support services. The Student Welfare Coordinator performs these duties as required at BAA.

BAA has sufficient student support personnel to meet the needs of the international students enrolled. BAA also ensures that its staff members who interact directly with international students are aware of the registered provider's obligations under the ESOS framework and the potential implications for international students arising from the exercise of these obligations.

## Procedure

### Student Orientation

1. BAA provides a compulsory orientation session to all international students prior to commencement of their course. This will usually take place in a group format, however, where the international student does not arrive in Australia in time for the orientation, or misses the compulsory session for any reason, the international student must complete an orientation session with Training Manager and Student Support Staff prior to commencing classes.
2. The compulsory international student orientation must include all of the following elements:
  - a) Student support services available to students in the transition to life and study in a new environment;
  - b) English language and study assistance programs;
  - c) Legal services where relevant;
  - d) Emergency and health services;
  - e) BAA's facilities and resources;
  - f) Complaints & appeals processes;
  - g) Any student visa condition relating to course progress and/or attendance as appropriate;
  - h) General or personal circumstances that are adversely affecting their education in Australia;
  - i) Information related to living in Australia, including (but not limited to):
    - i. Maximising their personal security and safety both on and off campus;
    - ii. How to seek assistance and report incidents that affect international student wellbeing, including critical incidents; and
    - iii. Providing international students with general information on safety and awareness relevant to life in Australia such as (but not limited to):
      - Swimming and beach safety;
      - Driving in Australia;
      - Nightlife in Australia; and
      - Assault (including physical, financial, sexual and emotional).
  - j) Information related to working in Australia including information such as (but not limited to):
    - i. Employment rights;
    - ii. Conditions of employment;
    - iii. Resolving workplace issues; and
    - iv. The role of the Fair Work Ombudsman.
  - k) Occupational Health and Safety at BAA, including evacuation points;
  - l) Introduction to courses offered by BAA;
  - m) Ensure that important information from the student handbook is reviewed;
    - i. Complaints and Appeals;
    - ii. Refunds;
    - iii. Assessment and reassessment;
    - iv. ESOS Framework;
    - v. Course progress and attendance expectations; and
  - n) International students are provided with an orientation kit which includes a variety of forms and information for international students, including application forms for RPL and credit transfer, code of conduct, etc. All of the requirements for the Orientation Kit are to be marked off on the Orientation Kit Checklist and later placed on the international student's file.

### Overseas Student Contact Officer

1. BAA will dedicate a staff member at all times as the internal Overseas Student Contact Officer; this role is known as Student Welfare Coordinator. The Overseas Student Contact Officer (Student Welfare Coordinator) will ensure that they make themselves available as a student contact point at all times for contact and referral in relation to academic enquiries, student support and general welfare matters. Where the Overseas Student Contact Officer (Student Welfare Coordinator) has been notified by BAA

staff that they have concerns about a student's academic, support or general welfare, the Overseas Student Contact Officer (Student Welfare Coordinator) must make confidential enquiries with the student and, where necessary, refer the student for further support. The provision of support within BAA is at no cost to the student, however, should the student be required to obtain external support (such as counselling, medical advice, legal assistance), these costs are to be paid for by the student. Where possible, the Overseas Student Contact Officer (Student Welfare Coordinator) will try and refer the student to a free or low-cost service when available although this may not always be possible.

2. The Overseas Student Contact Officer (Student Welfare Coordinator) will:
  - a) Assist the student with concerns including academic, course progress or attendance and refer the international student to any relevant training staff who may be able to provide further support or advice; and
  - b) Where a staff member of BAA becomes aware of an international student having an accommodation or general welfare issue, they must refer the international student to the Overseas Student Contact Officer (Student Welfare Coordinator) who will provide advice (or refer if necessary) and provide counselling assistance with personal, emotional or cultural issues. Where the Overseas Student Contact Officer (Student Welfare Coordinator) is not a qualified counsellor, they will not provide personal counselling in areas where they are not qualified to provide such advice and will always refer international students to qualified counsellors external to the organisation. It should be noted that the international student's OSHC cover will often have a free 24-hour counselling and legal service to support international students also.
3. The Overseas Student Contact Officer (Student Welfare Coordinator) will maintain a confidential record of all student support enquiries and maintain a student support file that will remain confidential at all times. Access to these records will be secured and restricted for access to BAA appointed staff and management only.
4. Where the international student has established contact with student support services for any reason that may impact on their academic course progress or attendance, the Overseas Student Contact Officer (Student Welfare Coordinator) must create a written record and liaise with academic (and any other relevant staff) to ensure that the international student is supported as required.
5. The Overseas Student Contact Officer (Student Welfare Coordinator) will prepare a quarterly report for the Senior Management Team and Chief Executive Officer to ensure that if more support services are required, provision for it is made, review the provision of all support services provided and identify ways of ensuring continuous improvement of BAA's provision of support services.
6. All staff that commence employment with BAA and interact with international students must, as part of their induction program, be provided with information regarding the National Code as it relates to their employment. Furthermore, all employees of BAA must complete the [ISANA National Code Online Tutorial](#) within the first month of their employment at BAA.

## 6. Monitoring Course Progression Policy and Procedure

### Policy Statement

BAA will ensure that they monitor the successful completion or demonstrated competency in at least seventy per cent (70%) of the course requirements for each international student for each CRICOS registered course in which the international student is enrolled which is an accredited vocational education and training course.

The systematic approach to monitoring course progress is part of a comprehensive approach to ensure that each student is in the position to complete the course within the expected duration specified in the student's COE.

BAA has and implements appropriate documented satisfactory academic progress policies and procedures for each course which is provided to staff as part of a mandatory staff induction and international students both pre-enrolment and at the mandatory orientation session that specify the:

- c) Requirements for achieving satisfactory academic progress, which at a minimum, requires international students to demonstrate competency in at least seventy per cent (70%) of the course progress requirements in two consecutive study periods.
- d) Manner in which academic progress are recorded and calculated;
- e) Process for assessing satisfactory academic progress;
- f) Process for determining the point at which the international student has failed to meet satisfactory academic progress; and
- g) Procedure for notifying international students that they have failed to meet satisfactory academic progress requirements.

Students who fail to achieve satisfactory course progress in one study period will be identified and in the first instance an unsatisfactory course progress caution letter will be sent to the student with a time set to meet with the Student Welfare Coordinator who will implement an intervention strategy.

If the intervention strategy has been implemented and the student fails to meet satisfactory course progress in the following study period, then the student will be notified in writing of an intention to report them through the Provider Registration and International Students Management System (PRISMS) to the Department of Home Affairs (HA) for failing to achieve satisfactory course progress, and that this may result in DHA cancelling their student visa.

The written notice will inform the student that he or she is able to access BAA's complaints and appeals process as per Standard 10 (Complaints and Appeals) of the National Code 2018 and that the student has twenty (20) working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, withdraws from the process, or the process is completed and results in a decision supporting BAA, BAA must notify the Secretary of DET through PRISMS that the student is not achieving satisfactory progression as soon as practicable.

## Procedure

1. BAA will establish and maintain an official timetable of contact hours for each program in accordance with program requirements, along with an assessment submission schedule.
2. Students' progress will be assessed on completion of the assessment tasks in each study period of the program.
3. Student assessment submission reports will be run on a weekly basis. Trainers will be notified where students are not submitting according to the assessment submission schedule.
4. Trainers will meet with students to advise if they have fallen behind on their assessment submissions or are not meeting competency requirements.
5. Student's progression will be assessed during and at the end point of each study period for the program
6. If the students' results are below the required standard or he/she did not submit an assessment task or are under the 70% completion requirement within a study period, a first warning letter of unsatisfactory course progression will be sent from the Student Engagement Team and the student will be encouraged to make a time will to attend a meeting with the Student Welfare Coordinator.
7. Students who have been identified for a second time as being 'At Risk' and are under 70% of completing the program within the specified time will be issued a second warning letter of unsatisfactory course progression and an intervention strategy implemented, and a time will be made for the student to attend a meeting with the Student Welfare Coordinator.

Step 1 - Progression Level 1 Warning Letter 1	Less than 70% completion or demonstrated competency of the course requirements
Step 2 - Progression Level 2 Warning Letter 2 and Intervention Strategy Implemented	On a second occasion showing less than 70% completion or demonstrated competency of the course requirements

8. Student will be advised in:

- a) **Unsatisfactory Course Progress Warning Letter 1** to attend a compulsory meeting with Student Welfare Coordinator to discuss their academic progress. The Student Welfare Coordinator will follow up with the international student to ensure that this meeting is arranged. At the meeting, the international student is reminded of the student visa condition to maintain satisfactory course progress and attendance and a plan is discussed as part of an Intervention Strategy to ensure the overall academic progress is above the required percentage at the completion of the reporting period. The Student Welfare Coordinator will request that the international student sign the Intervention Strategy, give the student a copy of the Intervention Strategy and update the VETtrak with a summary of the meeting. This letter is sent to international students via post and email.
  - b) **Unsatisfactory Course Progress Warning Letter 2** to attend a compulsory meeting with Student Welfare Coordinator to discuss their academic progress. The Student Welfare Coordinator will follow up with the international student to ensure that this meeting is arranged. At the meeting, the international student is reminded of the student visa condition to maintain satisfactory course progress and attendance and the intervention strategy is discussed. The Student Welfare Coordinator provides the international student, in hand, with a Notice of Intention to Report. This letter notifies the international student in writing of BAA's intention to report them to the Department of Home Affairs (DHA) through PRISMS to DET for unsatisfactory course progress.
9. International students will be advised in their formal Notice of Intention to Report of the procedure for accessing both the internal and external appeals process.
  10. After receiving a Notice of Intention to Report, an international student has twenty (20) working days to submit an appeal to BAA's CEO (or delegate), through the Complaints and Appeals process.
  11. BAA is required to report the student through the PRISMS for breaching course progress requirements if the international student has been issued with a Notice of Intention to Report and the international student has chosen not to access the appeal process.
  12. Should an international student appeal to the CEO and the appeal is unsuccessful, the international student must be advised of the availability of the external appeal process, i.e. via the Overseas Students Ombudsman. The international student must advise BAA by providing evidence that he or she has submitted such an appeal within twenty (20) working days from the original decision by BAA.
  13. BAA is required to report the international student through the PRISMS website for breaching course progress requirements if they do not submit evidence of lodging an external appeal within twenty (20) working days from the original decision by BAA.
  14. BAA is required to report the international student through the PRISMS website for breaching course progress requirements if the Overseas Student Ombudsman's Office advises that the international student's external appeal is unsuccessful.

### Compassionate or Compelling Circumstances

1. An international student may claim that they were unable to maintain satisfactory course progression because of compassionate and compelling circumstances. These circumstances are

generally those beyond the control of the international student and which have an impact upon the international student's program progress or wellbeing. These could include, but are not limited to:

- a) Serious illness or injury where a medical certificate states that an international student was unable to attend class for the period defined;
- b) Bereavement of close family members such as parents or grandparents, accompanied by approved documentation;
- c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the international student's studies; or
- d) A traumatic experience which includes:
  - i. Involvement in or witnessing of a serious accident that is supported by police or psychological reports; and
  - ii. Witnessing or being the victim of a serious crime that is supported by police or psychological report.

Students must provide evidence of these circumstances.

If a student's course duration is extended due to compassionate or compelling circumstances, BAA will implement an intervention strategy and the student will be required to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### **Notice to Students | How Academic Progress Is Monitored**

It is a BAA requirement that as part of maintaining satisfactory course progress, and in our attempt to support you to maintain satisfactory course progress, BAA monitors your attendance along with completion or demonstrated competency of the course requirements. BAA may send a report to DHA if your course progression falls below seventy per cent (70%).

This policy is available to international students' pre-enrolment, through the orientation program, the International Student Handbook and on the BAA website and LMS Notification Page.

A student may be deemed to be making unsatisfactory academic progress in their course if they:

1. fail to successfully complete at least 70% of their study load as stated in the policy and procedure
2. fail the same subject/unit twice
3. fail to enrol after an approved study break
4. withdraw more than twice from any subject/unit
5. fail to undertake an enrolment load that will enable them to complete within the guidelines of this Policy.

Other indicators may be used by staff to determine students at risk of making unsatisfactory progress including poor attendance, low grades in formative and summative assessments including in-class tasks and mid-trimester assignments and exams. These indicators may be the basis for offering the student additional support but will not constitute unsatisfactory progress.

If students are absent from class due to illness, they should see a doctor as soon as possible and request a *Medical Certificate*. The Medical Certificate/s should clearly state the date/s of the absence. Medical Certificates should not be backdated for more than three (3) days prior to the student's absence.

If the student has a Medical Certificate that covers a period of absence, they must give the Medical Certificate to BAA Student Support Services as soon as they return to class after the period of absence. Staff will date stamp the Medical Certificate and return a copy to the student.



Students can make appointments with the Student Support Officer or the Student Welfare Coordinator to discuss absences from class. Meetings are confidential.

### **Course Progression Warning Letters**

1. If you receive Warning Letter 1 - Caution Letter– Unsatisfactory course progress, you are required to meet with the Student Welfare Coordinator to discuss your course progress. An intervention strategy will be put in place to assist you in meeting your course progression obligations.
2. If you receive Warning Letter 2 - Unsatisfactory course progress, you are required to meet with the Student Welfare Coordinator to discuss your course progress. If you receive a Notification of Intention to Report, you have twenty (20) working days to access the BAA appeal process. This process is outlined on the Notice of Intention to Report. BAA will maintain your enrolment until the internal and external appeals process has finished.
3. If you receive a Notice of Intention to Report and lodge an appeal and your program has not finished, it is very important that you continue to attend classes.
4. If you have appealed to BAA and your appeal is not successful, you have the right of an external appeal process and this is shown on the Notice of Intention to Report.
5. BAA is required to report you to the DHA for breaching course progress requirements if at the conclusion of the appeal process your appeal is unsuccessful or if you do not lodge an appeal within twenty (20) working days of the original decision being notified to you by BAA.
6. BAA will correspond with all international students via their residential address as provided to BAA. It is essential (and a student visa condition) that international students update their contact details with BAA Student Administration within seven (7) days of the change occurring.

## **7. Completion Within the Expected Duration Policy and Procedure**

### **Policy Statement**

BAA must always have and implement documented policies and procedures for monitoring the progress of each student to ensure that the student is in a position to complete the course within the expected duration as specified on the student's CoE.

BAA may only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:

- a) Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where BAA was unable to offer a pre-requisite unit);
- b) BAA implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- c) An approved deferral or suspension of study has been granted under Standard 9 of the National Code 2018.

Where there is a variation in the student's enrolment load that may affect the student's expected duration of study, BAA is to record this variation and the reasons for it on the student file. BAA must correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

Where BAA extends the duration of the CoE of any international student, BAA will advise the international student in writing to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Except in the circumstances specified above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

## Procedure

During a student's enrolment BAA staff must:

- Ensure that the enrolment of students and their study loads corresponds to the course duration specified on their CoEs and as registered on PRISMS.
- Only extend the students course duration where the student is unable to complete their study or training within the expected duration and sufficient evidence is provided to support one, some or all of the following reasons:
  - Compassionate or compelling circumstances (e.g. illness where a medical certificate prevents the student from attending classes);
  - Where BAA was unable to offer a pre-requisite unit;
  - BAA has implemented its intervention strategy, or is in the process of implementing an intervention strategy for the international student who was or is at risk of not meeting satisfactory course progress; or
  - Where an approved deferral or suspension of study has been granted under Standard 9 of the National Code 2018.

Where a change to the student's CoE occurs, BAA staff must:

- Record the variation and the reasons for it on the student's file, preferably both the electronic and paper files;
- Report all variations to expected enrolment duration on students CoEs via PRISMS when the study variation extends past expected enrolment duration stipulated by their CoE;
- Not allow the expected duration of study specified in the student's CoE to exceed the CRICOS registered course duration except in the following circumstances specified in Standard 8 of the National Code 2018:
  - a) Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where BAA was unable to offer a pre-requisite unit)
  - b) BAA implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
  - c) An approved deferral or suspension of study has been granted under Standard 9 of the National Code 2018.

To support BAA's intention to not have any international students who complete their qualifications beyond the expected duration, BAA staff will download a PRISMS report fortnightly to monitor student CoE completion dates and liaise with Training Manager to ensure that all international students have every opportunity to complete within the expected duration or be placed on an intervention strategy where required.

This policy and procedure is supported by the Course Progress Policy.

## 8. Critical Incident Policy and Procedure

### Policy Statement

In the event of a critical incident, BAA recognises that appropriate procedures must be in place to ensure the provision of all necessary support services. This document outlines the BAA policy, support mechanisms and procedures for managing a critical incident. This policy will ensure that BAA has:

- An effective, evidence-based approach to responding to critical incidents as they occur;
- Makes available appropriate support and counselling services available to those affected; and



- Makes available appropriate training and information resources to all relevant staff.

A critical incident is defined by the National Code as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’. **Every critical incident is unique and will need to be dealt with differently, according to the needs of the people affected.**

Critical incidents include, but are not limited to:

- A fatality, being near a fatality or an incident that is likely to affect a number of staff member and/or a student;
- Missing student;
- Serious traffic accidents;
- Murder or suicide involving students/staff and their family members or close friends (or being a witness to);
- Physical or sexual assault;
- Injury or death of a colleague, carer or intimate friend;
- Fire, explosion, bomb threat;
- Chemical, radiation or bio-hazard spillage;
- Hold-up or attempted robbery;
- Threats of violence to staff/students;
- Major theft or vandalism;
- Threat of HIV infection;
- Storms/natural disasters;
- Acute illness (physical or mental); and/or
- Security incident.

### Home Country

- Missing relatives especially parents or siblings
- Natural disaster
- Political change
- Acts of war or other conflict
- Religious persecution

### Risk reduction measures

BAA will ensure that critical incidents are minimized through:

- Dissemination of this policy and critical incident procedures to all staff and students of BAA;
- Providing information to staff and students to ensure they are aware of safety, prevention of risk and able to respond promptly to any perceived threats to safety;
- Ensuring that staff brings safety issues to the attention of the Senior Management Team or WHS Manager by completing a hazard incident form. The WHS Manager will record and assess the risk and take action accordingly. In the case of students, concerns should be brought to any staff member who will complete the form on behalf of the student. Students may also bring their concerns to their student welfare support coordinator;
- Regular emergency management training and information including critical incident responses;
- Ensuring that at least 2 staff members of the BAA have current training in First Aid and at least 2 staff members who are designated as Fire Wardens

### Procedure

#### Critical Incident Team

When a critical incident occurs, the Senior Management Team and WHS Manager will call a meeting with the appropriate staff to form a Critical Incident Team. The team will comprise of members of the Management Team and any relevant external body.

In the circumstance that a critical incident occurs with a student on a BAA excursion, the BAA Critical Incident Team will work with the Critical Incident Team Coordinator.

The Critical Incident Team is responsible for:

- Assessing risks and response actions;
- Liaison with emergency and other services;
- Contact with students' relatives and other appropriate contacts;
- Counselling and managing students and/or staff not directly involved in the incident; and
- Referring and managing students/staff directly involved in the incident to relevant professionals where needed.

The Critical Incident Management Team will meet annually to review any incidents that may have occurred throughout the year. Where no incidents have occurred under this policy in the preceding twelve (12) months, the Critical Incident Team should refer to the Emergency Evacuation procedures and any drills conducted.

### **Media Management (if appropriate)**

A media management process may be required to be included in the Critical Incident Management Plan to ensure the most positive and supportive response from the media. All media releases in relation to critical incidents will be provided by the CEO.

### **Reporting and Recording of Incident and Action Taken**

As soon as is practical the following steps need to be taken and managed:

- Details of all aspects of the incident and its management will be recorded in the critical incident log;
- A Critical Incident Register will be maintained by the WHS staff member. The Log will identify the following:
  - The staff and/or student/s involved in the incident;
  - The nature of the incident;
  - The date/s of the incident;
  - Members of the critical incident team present; and
  - The outcome of the incident.

The register will also identify any policy changes that may need to be made in response to the incident.

### **Action Plan**

The Critical Incident Team will manage various aspects arising from an incident, including communication strategies. These may include but are not limited to:

- Creating and disseminating a plan and its procedures;
- A review of the plan; and
- Staff development and training.

### **Privacy and Confidentiality**

Under the Privacy Act 1988, individuals are entitled to the protection of their personal and private information. Where a critical incident raises the issue of confidentiality BAA is committed to maintaining this right to privacy in line with legal requirements. However, BAA may exercise its discretion and disclose information as necessary to prevent or lessen a serious and imminent threat to the life or health of a staff member/student or of another person. In particular, BAA will for example breach confidentiality where a student threatens suicide or to harm another student, staff member or community member.

### **Student and Employee Information**

BAA will endeavour to keep all student and employee information as up to date as possible, including an Emergency Contact Name and Number in the event of a critical incident.

## On-campus Incidents

Where the Critical Incident Team believes that an incident requires the attendance of emergency services including the fire brigade, ambulance or police, the Critical Response Coordinator will organise this. The first on call or on scene will contact the CEO immediately when the incident involves death, serious injury or a threat to life or property.

## Off-campus Incidents

If the critical incident involves a student or staff member and the critical incident is off campus, the person receiving the information must immediately contact the CEO who will communicate to other staff/members as appropriate.

## The Immediate Response

Where there is risk to life or property:

- An incident or potential incident should be reported to the Emergency Services (Fire, Police, Ambulance) and Security services immediately;
- If necessary, evacuation procedures should be put in place before contacting Emergency Services; and
- If the incident does not appear to require the immediate despatch of Emergency services, the CEO should be notified immediately and given the full details of the situation including the exact location of the incident, the type of incident and details of any person or persons who may be injured, in distress or at risk.

On arrival at the scene of a critical incident, the CEO will be responsible for its assessment. If it is assessed as a critical incident, the CEO will also be responsible for the assessment and coordination of responses to the incident, although other staff members may be co-opted as necessary to deal with specific aspects. It is the responsibility of the staff member arriving on the scene to contact the CEO or, where this is not possible, to delegate this responsibility to allow the staff member to remain present at the incident.

## External Reporting

- a) Where the incident may affect the student's visa conditions or program of study, BAA will notify Department of Education as soon as practical after the incident.
- b) Where a student dies or sustains serious injury, BAA will liaise with the student's family and provide support as required. BAA will also notify all other relevant and authorised parties.
- c) A review and evaluation of the response to the critical incident will be conducted by CEO. The purpose of the review and evaluation is to assess how well the incident was handled and to identify/minimize risks for the future.

## Procedure to Guide the Coordinating Team

1. The staff member receiving the news contacts the CEO.
2. The CEO or their nominee urgently deals with an emergency situation then calls a meeting with the staff (Critical Incident Team) involved to make decisions as to how to proceed. The staff most likely to be present will be:
  - CEO;
  - National Quality Assurance and Compliance Manager;
  - National Sales Manager;
  - Training Operations Manager;
  - Student Welfare Coordinator; and
  - Student Support Services Officer- Team Leader.
3. At the initial meeting, the group is required to:
  - Identify all persons affected by the critical incident (both directly and indirectly);
  - Create a clear understanding of the known facts; and
  - Plan an immediate response:

- Initiate pastoral care:
  - Personal contact is to be made with individuals including victims and other persons affected by the incident.
- Provision of a quiet area:
  - A quiet area is to be established for the use of victims and/or their families. This area shall be protected from intrusion by anyone not immediately affected by the incident;
  - Brief staff and delegate a staff member to deal with telephone/counter enquiries; and
  - Confirm access to emergency funds if necessary.
- Plan ongoing management strategies:
  - Monitor the need for counselling;
  - Initiate and maintain contact with those affected by the incident;
  - Provide those affected by the incident with educational material covering common responses to trauma and strategies for coping with these effects;
  - Assess the need for, and organise debriefing sessions for all those involved in the incident; and
  - A written bulletin to staff if the matter is complex.
- Allocate individual roles/responsibilities for ongoing tasks.

One member of the team will be delegated the task of taking minutes of all meetings to record all actions and decisions taken. These minutes and any related documents must be provided to the CEO at the earliest opportunity to assist with enquiries from police and emergency services, legal authorities, insurance companies etc.

### **Stress management support will be provided subsequent to any critical incident as follows:**

1. Debriefing for all staff and students affected by the critical incident (formally or informally) must be provided as soon as possible after the event on an individual or group basis.
2. Further debriefing will be provided one or more days after the incident on a group basis, however where required, individual sessions may be required. These sessions must be planned prior to close of Day 1.
3. Follow up 2-6 weeks later. This will occur mostly on a group basis however if required on an individual basis, this will also be provided. This should be planned prior to the end of Week 1 of the critical incident.
4. Ongoing counselling will be provided as required on a group or individual basis.
5. Recovery time for staff and students involved will be provided and will be guided by professionals.
6. Where it is deemed necessary by the CEO (who will be guided by professional opinion), support will be provided on the anniversary of the event on an individual or group basis.

### **Counselling**

- Counselling will be made available for staff and/or students and will be a priority for incidents where trauma may be experienced;
- BAA will arrange for a suitably qualified counselling service to address staff and students and invite staff and students to attend a further individual counselling session with them if required at the organisation's expense; and
- Crisis Leave or a suspension of studies will be considered where necessary and where required, PRISMS updated to reflect changes to enrolment.

### **Legal Issues**

After the emergency response, the CEO must assess whether legal assistance may be required and seek legal assistance where necessary.

## Insurance

Where damage to building or grounds has occurred or where BAA may be liable for personal or property damage, the relevant insurance bodies should be informed as soon as possible. Insurers would normally organise repairs where damage is covered under a policy. BAA is covered by the following insurance policy:

Third Party Liability (public and product liability) current policies are maintained at BAA.

In the event of students being affected by a critical incident, an attempt should be made to notify the OSHC provider to facilitate handling of the student's claim.

## Evaluation

The Critical Incident Management Team will meet within one (1) month after the critical incident to evaluate the implementation of procedures and responses. In the interest of continuous improvement, change may need to be made to the policy as a result of critical incident evaluation.

## Specialist Service Contact Details

### Emergency Services

- |   |              |
|---|--------------|
| Police, Fire & Ambulance:.....  | 000          |
| Police Headquarters (24-hour): .....  | 131 444      |
| Lifeline ( <a href="http://www.lifelinewa.org.au">www.lifelinewa.org.au</a> ).....          | 131 114      |
| Department of Health ( <a href="http://www.health.gov.au/">http://www.health.gov.au/</a> ): |              |
| ▪ <a href="#">Department of Human Services</a> .....  | 1300 650 172 |
- The Health Services Directory lists medical services, emergency medical transport, 24-hour counselling services, crisis assistance and psychiatric or drug related emergencies.  
<https://healthservices.directoryofaustralia.com.au/index.php>
  - Safe Work Australia, [Victoria](#)..... 1800 136 089 / (03) 9641 1444

## 9. Complaints and Appeals Policy and Procedure

### Policy Statement

BAA has an appropriate internal complaint handling and appeals process that satisfies the following requirements:

- A process is in place for lodging informal and formal complaints or appeal if the matter cannot be resolved, which requires a written record of the complaint or appeal to be kept;
- Each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself;
- Each party may be accompanied and assisted by a support person at any relevant meetings;
- The complainant or appellant is given the outcome in writing, including details of the reasons for the outcome; and
- The process commences within ten (10) working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

BAA has arrangements in place for a person or body independent of and external to BAA to hear complaints or appeals arising from the BAA's internal complaints and appeals process.

If the student chooses to access the BAA's complaints and appeals processes, BAA will maintain the student's enrolment while the complaints and appeals process is ongoing.

If the internal or any external complaint handling or appeal process results in a decision that supports the student, the BAA will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

If the student is not satisfied with the result or conduct of the internal complaint handling and appeals process, BAA must advise the student of his or her right to access the external appeals process at minimal or no cost.

Where a student is not satisfied with the result or conduct of the internal complaints and appeals process, the student has the right to access an external appeals process through the Overseas Students Ombudsman <http://www.ombudsman.gov.au/How-we-can-help/overseas-students>

## Principles

Any complaint will be handled fairly, recognising the rights of both the person making the complaint, BAA and person against whom the complaint is being made. All parties concerned will be treated with courtesy and appropriate confidentiality will be maintained.

BAA will be transparent and accountable in relation to client complaints by ensuring information about the procedure is widely available and by informing stakeholders about feedback received and actions taken to improve services resulting from analysis of feedback.

At any point a complaint may be withdrawn by the complainant.

BAA will collect data and maintain records of complaints received and their outcomes. These will be reported weekly and analysed by Management monthly and also assessed annually as part of the BAA's continuous improvement strategy.

All documentation relating to student complaints will be forwarded to the Compliance Officer to be registered within the BAA Complaints & Appeals Register and filed appropriately.

This policy and procedure is available to all staff. BAA will ensure appropriate training for staff involved in the complaint management process. This will be provided during staff orientation, as part of the organisation's professional development strategy for its staff and at least during an annual refresher session.

This policy and procedure will also be made available to all prospective and enrolled students in the BAA website, contractual documentation and addressed during any orientation program.

## Complaints

BAA classifies complaints as 'academic' and 'non-academic'.

- Academic matters – matters which relate to student progress, assessment, course content or awards, etc
- Non-academic matters – all other matters which do not to academic matters such as fees, concerns about privacy, matters relating to other students, harassment etc.

The process is the same with the exception of non-academic complaints will be handled by specific BAA staff members such as below:

*Non-Academic* complaints include for example:

- Student administration;
- Marketing and information practices;
- Facilities;
- Finance; and

- Welfare.

*Academic* complaints include for example:

- Assessment;
- Results;
- Student progress;
- Attendance;
- Statements of Attainment / Certificates; and
- Recognition of Prior Learning / National Recognition / Credit Transfer.

For *Academic* complaints, attendees in the meeting to hear the complaint will include:

- General Manager- National Operations;
- Training Manager;
- Trainer & Assessor (as relevant to the complaint); and/or
- Student Welfare Coordinator.

For *Non-Academic* complaints, attendees in the meeting will include:

- General Manager- National Operations;
- Training Manager;
- Student Welfare Coordinator; and/or
- Any other person as deemed appropriate by BAA or the student.

Where a complaint decision is made in favour of the student, BAA will advise the student of this in writing and implement any decision or corrective and/or preventative action required immediately.

It should be noted that throughout the internal complaints and appeals process, a student's enrolment will be maintained (subject to extenuating circumstances). The National Code (Standard 10) does not require BAA to continue to provide learning opportunities while the complaint is being processed however, the student's Confirmation of Enrolment (CoE) will not be cancelled until the appeals process has been exhausted and then, unless the appeal finds in favour of BAA. It is at the discretion of BAA whether it will continue to offer learning opportunities to students in such circumstances on a case-by-case basis. The student will be advised in the acknowledgement of their complaint whether BAA will continue to offer learning opportunities in their specific situation. In some cases where it is deemed appropriate, BAA may continue to provide learning opportunities while excluding the student from typical class attendance but mandatory attendance in an alternative learning environment while the complaint is being considered.

BAA considers that denying students learning opportunities throughout the complaints and appeals process may disadvantage students in subsequent study periods should the complaint or appeal find in the student's favour and therefore does not take the matter of exclusion from class lightly.

## Procedure

### Informal Complaint

In the first instance students will contact their allocated Trainer/Assessor to discuss any issues or concerns they may have.

If the student is dissatisfied with the outcome of their discussion with the Trainer, they can escalate the matter by sending an email to the Senior Trainer to [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au), explaining their issue or concern.

The Senior Trainer will investigate the student's issue/concern and respond to the student within 5 Business days of the date of the student's e-mail.

The student will be advised of their right to access the Formal Grievance procedure, if they are still dissatisfied with the outcome at this stage.



## Formal Complaint

General principles of this process:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of at least five years. These records will be kept strictly confidential and stored electronically in a specific secure location and within a folder that will only be accessible to Senior Management. The complaint file must be stored and retained for two (2) years after becoming an **accepted student** of BAA.
- A Complainant shall have appropriate access to this grievance procedure at no cost.

### Stage One

Formal grievances should be submitted in writing to the Training Operations Manager by:

**Post:** Training Operations Manager, Level 4, 570 St Kilda Rd, Melbourne 3004.

**Email:** [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au)

The Training Operations Manager will commence assessment of the grievance within 10 working days of being received and will bring the matter to the Complaints Committee for a determination to be made.

The Training Operations Manager will give the student the opportunity to meet if they wish to do so, and to be accompanied and assisted if desired.

The Training Operations Manager will advise the Complainant in writing and within 5 working days of assessment commencement, of the Committee's decision and the outcome of the grievance including full details of the reasons for the outcome.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of stage one.

### Stage Two

If the Complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing with the National Assurance Quality & Compliance Manager.

**Post:** National Assurance Quality & Compliance Manager Level 4, 570 St Kilda Rd, Melbourne 3004.

**Email:** National Assurance Quality & Compliance Manager, [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au)

The Complainant's appeal will be reviewed within 10 working days of being received, and determination made by the National Quality Assurance & Compliance Manager who is a totally independent person not associated with the training function.

The National Quality Assurance & Compliance Manager will give the student the opportunity to meet if they wish to do so, and to be accompanied and assisted if desired.



The National Quality Assurance & Compliance Manager will conduct all necessary consultations with the Complainant and other relevant persons and where necessary discuss the matter with the members of the Complaints Committee so as to make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 10 working days.

The Complainant will be advised of their right to progress to stage three of the grievance procedure if they consider the matter unresolved.

### **Stage Three**

If the Complainant is not satisfied with the outcome of stage two, they may request that the matter be referred to an external dispute resolution body appointed for this purpose by Builders Academy Australia.

Builders Academy Australia will source an independent mediator through Resolution Institute – an association of Dispute Resolution specialists.

The contact details for LEADR are:

Level 1 and 2, 13 – 15 Bridge Street  
SYDNEY NSW 2000

Phone: 02 9251 3366

Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

### **Overseas Students Ombudsman**

The Overseas Students Ombudsman investigates complaints about problems that international students on a student visa or prospective international students may have with private education and training and/or private education and training providers in Australia. If students are unsatisfied with the BAA complaints and appeals process, they may lodge a complaint with the Overseas Students Ombudsman.

The Ombudsman:

- Provides a free service;
- Is independent and impartial (it doesn't represent either international students or providers);
- Can make recommendations that arise out of investigations; and
- Is a function of the Commonwealth Ombudsman.

Contact details for the Overseas Students Ombudsman are:

- Website: <http://www.ombudsman.gov.au/How-we-can-help/overseas-students>
- Call: 1300 362 072 (within Australia) | Outside Australia +61 2 6276 0111
- Postal: GPO Box 442, Canberra ACT 2601, Australia
- Enquiries: Monday to Friday 9:00am-5:00pm (AEST). Online Complaint Form

### **Request for External Review by Overseas Students Ombudsman**

- Update the Complaints & Appeals Register.
- Personally discuss with the Chief Executive Officer and General Manager- National Operations.
- Relevant management team member is to contact Overseas Student Ombudsman and liaise as required.
- Attend external review meeting(s) as required.
- Document the process throughout keeping the complaints file updated.
- Once resolved, provide the client and any other relevant person with a copy of the Overseas Student Ombudsman determination.
- Update file as required i.e. Complaints & Appeals Register, student file and, if relevant, staff file(s).
- The complaint file must be stored and retained for five (5) years.

## **Reporting to the Department of Education and Training (DET) and Department of Home Affairs (DHA)**

The National Code 2018 requires that when a student's external appeal is against BAA's decision to report the student for unsatisfactory course progress, BAA must maintain the student's enrolment (e.g. not report the student for unsatisfactory progress) until the external complaints process is complete and has supported the provider's decision to report before notifying the Department of Education and Training (DET) and Department of Home Affairs (DHA) through PRISMS of the change to the student's enrolment.

BAA must wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress has serious consequences for the student's visa; although automatic visa cancellation no longer exists, DHA may still cancel a student's visa at their discretion.

If the student's external appeal is against BAA decision to:

- Defer or suspend a student's enrolment due to misbehaviour, or
- To cancel the student's enrolment

BAA only needs to await the outcome of the internal appeals process (supporting the provider) before notifying the DET and DHA through PRISMS of the change to the student's enrolment.

Once DET and DHA have been notified of a deferral, suspension or cancellation of a student's enrolment via PRISMS, the student has twenty-eight (28) days in which to:

- Leave Australia;
- Show DHA a new Confirmation of Enrolment (CoE); or
- Provide DHA with evidence that he or she has accessed an external Appeals process.

### **Suspension or cancellation of a student's enrolment before the internal appeals process is complete if extenuating circumstances relating to the welfare of the student or others**

In cases where BAA has reason for concern for the welfare of the student or those with whom the student may come into contact, the provider can cancel the student's enrolment prior to completion of the appeals

process. Where extenuating circumstances are considered to exist, the CEO will make the final decision and inform Student Support Services Officer- Team Leader (or suitable alternative) who will then issue any correspondence (pro-forma in Appendix A) and report to the DET and DHA through PRISMS.

The 'extenuating circumstances' option covers situations where a student's behaviour has led BAA to fear for the safety and wellbeing of the student and/or people the student may encounter. In this case, BAA may cancel the student's enrolment without having to wait for the outcome of the internal appeals process. However, the student can still appeal from his or her Australian residence or home country. Once BAA notifies the DET and DHA of the cancellation of a student's enrolment through PRISMS, the student has twenty-eight (28) days in which to find alternative enrolment or to return to his or her home country. If the student secures

enrolment with another provider within the twenty-eight (28) days, the student may commence studies with the new provider. If the student does not secure alternative enrolment or return home within twenty-eight (28) days, the student's visa may be cancelled. (Please note that cancelling a student's enrolment does not always lead to automatic cancellation of the student's visa. DHA may contact a student to explain the

circumstances relating to the cancellation of the enrolment and may cancel a student's visa subsequent to this happening).

Under the National Code 2018, the student has the right to appeal with BAA if he or she wishes to do so, whether still in Australia or in the home country. BAA must notify the student of its intention to cancel the student's enrolment prior to notifying DET and DHA through PRISMS of the cancellation. If BAA notifies DET and DHA through PRISMS that it is cancelling a student's enrolment for disciplinary reasons, the student has chosen to access the appeals process but the appeals process has not been completed, PRISMS will ask BAA if extenuating circumstances apply. If BAA chooses 'Yes', a dialogue box will pop up containing the following text:

'You are reminded that, even though you may report now because extenuating circumstances exist, this student must still be given the opportunity to appeal your decision to suspend or cancel the enrolment.'

If BAA then clicks 'OK', a free text box will appear so providers can enter the details of the extenuating circumstances.

## 10. Transfer Between Registered Providers Policy and Procedure

### Policy Statement

BAA will not approve a release for any international student where fees are owing to BAA.

BAA will ensure that they do not knowingly enrol the student wishing to transfer from another registered provider's course prior to the student completing six (6) months of his or her principal course of study except where:

- e) The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
- f) The original registered provider has had a sanction imposed on its registration by the ESOS Agency that prevents the international student from continuing their course with the registered provider;
- g) The original registered provider has provided a written letter of release and recorded the date of effect and reason for release in PRISMS; or
- h) 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.

BAA has and implements its documented student transfer request and assessment policy and procedure, which is available to staff and students. The policy specifies:

- a) The steps for lodging a written request to transfer, including that they must provide a valid offer of enrolment from another registered provider;
- b) The circumstances in which a transfer will be granted because the transfer is in the international student's best interests, including but not limited to where BAA has assessed that:
  - i. The international student will be reported because they are unable to achieve satisfactory course progress at the level that they are studying, even after engaging with BAA's intervention strategy to assist the international student to meet the requirements of National Code 2018, Part B, Standard 8 – Overseas student visa requirements;
  - ii. There is evidence of compassionate and compelling circumstances;
  - iii. BAA fails to deliver the CRICOS registered course as outlined in the written agreement;
  - iv. There is reasonable evidence that the international student's reasonable expectations about their current course were not being met by BAA;
  - v. There is evidence that the international student was misled by BAA or a representative of BAA including its education or migration agents regarding BAA or the CRICOS registered course/s being offered by BAA and it is / they are unsuitable to the international student's needs and/or study objectives;
  - vi. An appeal (internal or external) on another matter results in a decision or recommendation to release the international student;

- c) The circumstances BAA considers as providing reasonable grounds for refusing the student's request; and
- d) A reasonable timeframe for assessing and replying to the student's transfer request having regard to the restriction period.

Release, if granted by BAA, must be provided at no cost to the international student and BAA must advise the international student of the need to contact the Department of Home Affairs (DHA) to seek advice on whether a new student visa is required.

Where BAA does not grant a release, the international student must be provided with written reasons for refusing the request and must be informed of his or her right to appeal the BAA's decision in accordance with Standard 10: Complaints and Appeals from the National Code 2018.

Where BAA refuses to provide a release after an application has been made by an international student and that application has been assessed by BAA, BAA must not finalise an international student's refusal status in PRISMS until an appeal finds in favour of BAA, or the international student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, or the international student withdraws from the complaints and appeals process.

All release outcomes must be recorded in PRISMS. While a Letter of Release or other formal documentation is no longer required, it is best practice to notify the international student of the outcome of their application in writing, as well as advice that if granted, it is strongly recommended that they contact DHA to confirm if their student visa is affected.

BAA must maintain records of all requests from international students for a release and the assessment of, and decision regarding, the request for two (2) years after the international student has ceased to be an accepted student of the course.

An international student who has completed at least six (6) months of their principal course (except for the schools' sector as previously documented) does not need to apply for release but they must apply for a cancellation of their enrolment.

Further information on managing student transfers is available on PRISMS at the following URL <https://prisms.education.gov.au/Information/ShowContent.ashx?Doc=How%20To%20Manage%20Student%20Transfers%20in%20PRISMS.pdf>. Transfers will be completed by authorised BAA officers who have been authorised access to PRISMS. These officers would have met the training requirements for accessing the government site.

BAA's general policy in relation to approving requests to transfer enrolment is that:

1. Provided international students meet the requirements of this policy and procedure, the release will be approved;
2. An international student is expected to provide a fully and accurately completed application to transfer or other variation as relevant to their enrolment;
3. An international student will not be approved for a release just because they have changed their mind. BAA provides adequate pre-enrolment information to international students as well as

through their education agent network to enable international students to make an informed decision about the course that they wish to study and BAA itself. Where an international student can provide evidence that they believe that they have been misled or the course or BAA is not what they were led to believe, BAA will assess the application on its merits and in accordance with any evidence provided to support the application for release on these grounds;

4. Where a course is removed from any skills occupation list that could lead to a migration outcome, this will not be considered as a compassionate and compelling circumstance for a release or cancellation of enrolment;
5. Where any of the following circumstances apply, BAA is not likely to approve an application for release (each individual application will however be assessed on its individual merits):
  - a. A transfer may impact the international student's progression through a packaged pathway;
  - b. The international student owes fees to BAA;
  - c. The international student's enrolment is linked to another person's visa and the other person is the principal visa holder and they are required to relocate;
  - d. The international student states that they can no longer continue their enrolment because for example, they cannot find work to pay their fees, live in Australia. International students have, in order to apply for enrolment and their student visa, confirmed that they had sufficient financial capacity to undertake the course and maintain compliance with their student visa);
  - e. The international student has only recently commenced their enrolment or only recently come to the attention of BAA as experiencing difficulty and BAA has not yet had the opportunity to implement its intervention strategies.

## **Procedure**

### **Student Transfer Request**

#### **Where BAA is the Principal Course Provider**

The international student must submit an 'Application for Release Form' via email to Student Support Services- Team Leader at: [enquiries@buildersacademy.com.au](mailto:enquiries@buildersacademy.com.au) so that there is no dispute about when or how an application for release as submitted. Each page of the application and its supporting evidence must be numbered to ensure that there is no dispute about how many pages were submitted and 'a page has disappeared'.

The international student must also attach a copy of a valid Letter of Offer from the proposed institution and any supportive documents such as a medical certificate, other compassionate and compelling circumstances or other evidence that meets the grounds for a release under this policy.

If a request for refund of fees also applies, the student must attach this to the application as well.

A copy of all documentation must be maintained on the international student's file for at least two (2) years after the international student ceases to be an accepted student of the course.

#### **Where BAA is NOT the Principal Course Provider**

Where BAA is not the Principal Course Provider any transfers that the student wishes to do will need to be arranged through their Principal Provider and the new Provider they wish to enrol with.

If relevant to BAA, a copy of all documentation must be maintained on the international student's file for at least two (2) years after the international student ceases to be an accepted student of the course.

### **Student Transfer Request to Enrol with BAA**

Where six (6) months has not elapsed in the international student's principal course, the student must be referred to the principal course provider and is subject to the other provider's release policy.

If the other provider indicates it will release the international student, BAA will assess the application and determine if it will issue a Letter of Offer in accordance with this policy.

Any Letter of Offer that is issued to an international student in this scenario must be conditional upon the following circumstances which include the issue of a student visa that allows for the course to be completed within the expected duration.

### Outcome of Student Transfer Request

International students will be advised of the outcome of their request within ten (10) working days of the request in writing.

Where a transfer request has been approved:

- The international student's enrolment at BAA will be cancelled and notification will be provided to DET and DHA of the international student's cessation of studies at BAA. Where relevant, cancellation fees and penalties will be applied in accordance with BAA's *Refund Policy*; and
- Where an International Student Transfer Request has been declined, the international student's enrolment will remain current and the international student will be advised of the reason for the refusal of the request in writing and their ability to lodge a complaint or appeal regarding the decision in accordance with the Complaints and Appeals Policy and Procedure at BAA.

A copy of all documentation must be maintained on the international student's file for at least two (2) years after the international student ceases to be an accepted student of the course.

### Appeal Against Student Transfer Request

Where a Student Transfer Request has not been supported, the international student can lodge an appeal in accordance with BAA's Complaints and Appeals Policy.

## 11. Deferral, Suspension and Cancellation Policy and Procedure

### Definitions

**Deferral** means delaying the commencement of the international student's enrolment in a CRICOS registered course.

**Cancellation** refers to all cancellations by an international student in a CRICOS registered course.

**Suspension** - means to temporarily delay the enrolment once the course has commenced. The enrolment of a student in a course is suspended for a period of time, after which the student may recommence study.

**Compassionate and Compelling Circumstances** means Compassionate or compelling circumstances are generally those beyond the control of the student and which affect 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 which could include:
  - Involvement in, or witnessing of a serious accident; or
  - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports);
- Where the registered provider was unable to offer a pre-requisite unit; or



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

**Leave of Absence** - a request by the student to temporarily postpone study after the commencement of the study period (student initiated). This may be granted in a compassionate or compelling circumstance.

**Misbehaviour** means any conduct that is a breach of BAA's policies and procedures, including the BAA Code of Conduct and Disciplinary Policy, Australian law, erratic course behaviour, behaviour that is not consistent with the international student's principal purpose of enrolment at BAA being to learn or where the

international student's behaviour is so grave that it compromises the health, safety and/or wellbeing of any stakeholder of BAA. Misbehaviour also includes any visa condition that the international student may have breached that BAA is required by law to report (for example, non-payment of tuition fees).

Any claim of compassionate or compelling circumstances should be accompanied by supporting evidence.

## Policy Statement

BAA ensures that it has in place documented procedures for assessing, approving and recording a deferral of the commencement of study or suspension of study for the international student in any CRICOS registered course that they are enrolled in at BAA, including keeping documentary evidence on the student's file of the assessment and outcome of the application. It also manages the storage of those records in accordance with the relevant privacy legislation and other registration requirements.

BAA will only defer or temporarily suspend the enrolment of the student on the grounds of compassionate or compelling circumstances (for example, illness where a medical certificate states that the student is unable to attend classes).

BAA may suspend or cancel an international student's enrolment, including, but not limited to, on the basis of:

- Misbehaviour by the international student;
- The international student's failure to pay an amount that they were required to pay BAA to undertake or continue the CRICOS registered course as stated in the written agreement between the international student and BAA;
- A breach of course progress and/or attendance requirements by the international student in accordance with BAA's Course Progress Policy.

Where BAA initiates a suspension or cancellation of an international student's enrolment at BAA, before undertaking this action, BAA will:

- Provide the international student with the reasons for doing so in writing; and
- Advise the international student that they have a right to appeal the proposed decision through BAA's *Complaints and Appeals Policy and Procedure* within twenty (20) working days, in accordance with Standard 10 of the National Code 2018.

BAA will ensure that it:

- Informs the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa; and
- Notifies the Secretary of the Department of Education and Training (DET) via PRISMS as required under Section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

If the international student accesses the registered provider's internal complaints and appeals process in relation to their proposed suspension or cancellation of their enrolment under this standard, the suspension



or cancellation cannot take effect until the internal process is completed, unless one of the following situations applies:

- a) The international student's health and/or wellbeing is at risk;
- b) Another international student's health and/or wellbeing is at risk;
- c) The health and wellbeing of BAA staff and other relevant stakeholders is compromised by the international student's ongoing involvement and participation in their program; and
- d) BAA will report the change to the international student's enrolment on PRISMS in accordance with Section 19 of the ESOS Act 2000.

## Procedure

### BAA Initiated Deferral, Suspension or Cancellation

BAA may suspend a student's enrolment in the following instances:

- Student misbehaviour as outlined in the BAA Code of Conduct;
- Due to an intervention strategy for unsatisfactory course progress in accordance with the Course Progress Policy; and/or
- Compassionate and compelling circumstances.

BAA may **cancel** a student enrolment in the following instances:

- Student demonstrates serious misconduct as outlined in the BAA's Code of Conduct;
- Inappropriate course progress, for example, consistent unsatisfactory course progress in non-consecutive study periods or continuous absence from scheduled course hours;
- Breaching BAA policies and procedures; and/or
- Non-payment of outstanding fees.

In cases where suspension or cancellation of the student's enrolment is initiated by BAA, students will be notified in writing and given twenty (20) working days to access BAA's internal complaints and appeals process in accordance with the National Code 2018, Standard 10 (see *Complaints and Appeals Policy & Procedure (CRICOS)*).

The change in enrolment status will not be reported to DET until the internal appeals process is completed unless extenuating circumstances such as those relating to the welfare of the international student, other international students and/or other BAA stakeholders, an offence which would ordinarily attract police intervention or alleged criminal activity apply.

Once the deferral, suspension or cancellation is processed, BAA will notify DET via PRISMS.

BAA will continue to provide learning opportunities for the international student during this twenty (20) working day period unless to do so would not be appropriate for an educational setting due to the safety of the international student, other international students or other stakeholders of BAA. The reason that BAA continues to provide learning opportunities for international students while the twenty (20) working day period is in place is that to exclude the international student from class for this time period might impact on the future capacity to maintain satisfactory course progress. If the student is successful in their appeal, it is possible that several weeks or months pass and the international student may be disadvantaged by missing so much class time and this would then require extending the international student's Confirmation of Enrolment thus impacting on their student visa and pathway courses (where relevant). As such, it is expected that the international student continues to attend classes and participate as normal.

### Student Initiated Deferral, Suspension or Cancellation

International students may **defer commencement** of a course or **suspend their enrolment** during their course in the following limited circumstances:

- On the grounds of compassionate or compelling circumstances (at the discretion of BAA); or

- Student visa delay.

International students may request a **deferral of the commencement** of their course prior to the course commencing.

International students need to complete an 'Application for Deferral of Studies' form and submit it, together with all supporting documentation to Student Admissions and Enrolments Team Leader.

Once the deferral is processed, the international student will receive a revised CoE and will be issued with a new enrolment agreement written to reflect the new commencement.

International students who wish to **suspend** their enrolment must complete an 'Application for Suspension of Studies' form and submit it, together with all supporting documentation to Student Admissions and Enrolments Team Leader.

For approval to be considered, international students must submit the form a minimum of ten (10) working days before the requested suspension date. Where there is an emergency situation that compels the international student to suspend their course, the minimum submission deadline of ten (10) working days may be waived.

Please refer to the definition in this policy and procedure to understand what is meant by "compassionate and compelling circumstances".

Once the suspension is approved, the international student will receive a letter from BAA granting the suspension.

Where an international student has had a break in their studies due to a deferral or suspension, the break is not counted for the purposes of determining if the international student has completed six (6) months of their principal course.

International students who wish to cancel enrolment in their course must obtain approval from BAA and attend an appointment with the Training Operations Manager.

International students must complete an '*Application for Cancellation of Studies*' form or, where applicable, an '*Application for Letter of Release Form*' and submit it, together with all supporting documentation including, to BAA staff.

The BAA authorised delegate will assess the application and make a decision based on any supporting evidence provided by the international student and in accordance with this policy.

If the international student wishes to concurrently seek a refund, they must complete the relevant documentation ('*Application for a Refund Form*' and any supporting documentation) and submit the application in accordance with BAA's *Refund Policy*.

If the international student does not accept the outcome of their request for cancellation, BAA authorised delegate will escalate the student's application to the CEO.

Once the cancellation is approved and processed, if applicable, the international student will receive a Letter of Release from BAA Staff where BAA is the principal provider.

Once the deferral, suspension or cancellation is processed, the nominated staff member will notify DET via PRISMS.

## Additional Guidelines for International Students

When an international student notifies BAA of any cessation of studies (deferral, suspension or cancellation), the international student must either leave Australia, obtain enrolment in an alternative course (Transfer policy would apply) or apply for a different visa within twenty-eight (28) days of the cessation being reported. If an international student chooses to leave Australia, their student visa will be subject to cancellation. An

international student who has left Australia and wishes to return to their studies must, at that point, apply for a new student visa.

The international student will be required to prove that they are returning home, such as providing their airline ticket to BAA. A staff member from BAA will take a copy of the airline ticket for the international student's file.

International students can temporarily suspend enrolment for a maximum period of one (1) semester, however, see above additional guidelines for international students that may apply.

In the case of exceptional circumstances (supported by documented evidence), longer suspensions may be granted at the discretion of BAA's management.

Deferral, suspension or cancellation of enrolment may affect the student's visa and students must be notified in writing of this fact.

If an international student's enrolment is suspended for more than six (6) months, the student's visa may be affected, and the student is advised to contact the Department of Home Affairs (DHA) for further information.

## Document Handling and Record Keeping

All documentation relating to the assessment of international student deferral, suspension and cancellation applications will be kept in the international student's file for 2 years after conclusion of the enrolment.

All discussions undertaken with the student during the processing of the application must be recorded on the student's file or/and Student Management System as they occur.

## 12. Refund Policy and Procedure

### Policy Statement

BAA's *Refund Policy - CRICOS* includes provision for refunds of tuition fees, resource fees, accommodation services (where relevant), airport pickup (where relevant), textbooks or other learning materials. Refunds for OSHC should be referred to the OSHC provider (where relevant).

This policy applies to all intending, commencing and continuing international students. As soon as an international student accepts a place offered by BAA and pays the associated fees, a binding contract is created between the student and BAA.

Where an application for an initial student visa is refused, the Department of Home Affairs (DHA) processing office will issue a letter to confirm that the student visa application has been refused. A copy of this letter must be provided to BAA as evidence of visa refusal and in order for the student to obtain a refund in accordance with the *Refund Policy - CRICOS*. Where the refusal letter is not provided, the refund will be calculated as per a student withdrawal in accordance with the table on the following pages.

Where a student defaults in accordance with the meaning given in this policy, the cancellation and refund fees in the tables that follow will prevail. In all cases of student default, international students will have access to BAA's *Complaints and Appeals Policy and Procedure*.

All international students who apply for a refund under this policy are afforded the principles of natural justice, including the ability to lodge a complaint or appeal against any decision relevant to an application for refund request.

This policy and the availability of complaints and appeals processes do not remove the right of any student to take action under Australia's consumer protection laws.

### **Tuition Protection Service**

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:

- Complete their studies in another course or with another education provider; or
- Receive a refund of their unspent tuition fees.

In the unlikely event that BAA is unable to deliver a course international students have paid for and BAA does not meet its obligations to either:

- Offer international students an alternative course that they accept; or
- Pay international students a refund of their unspent prepaid tuition fees (this is called a provider's 'default obligations').

The TPS will assist those international students in finding an alternative course or to get a refund if a suitable alternative is not found.

### **Procedure**

#### **Requirements for Applying for a Refund**

All international students seeking a refund for any purpose must complete the *Application for Refund Form* and supply any supporting evidence as required. It should be noted that making an application for a cancellation of enrolment or a letter of release are not indicators that you are also seeking a refund and an *Application for Refund Form* must be completed at all times a refund is being sought.

A refund will not be provided in the following circumstances:

1. Where the international student still has fees outstanding;
2. Where equipment and/or resources on loan to the international student from BAA have not been returned;
3. A complaint or appeal is in progress that is related or linked to the application for a refund.

Refunds will be provided into the international student's nominated bank account in their own name. In the event that the international student is deceased or incapable of nominating a bank account, the refund will be provided to the parent or legal guardian as nominated on the international student's emergency contact details form. Under no circumstances will an international student's refund be paid to an education and/or migration agent or other third party without the international student's written consent and that consent is written in the English language.

Where a refund is processed for overseas payments for international students in accordance with this policy, international students will be charged any bank fees associated with the transfer of funds. This is because BAA absorbed the costs of the bank fees in receiving the fees upon initial payment.

In all cases where a refund is approved and processed, the international student will receive a written statement that details how the refund was calculated and where it was paid into. In all cases where an

international student applies for a refund and the refund is declined, a written statement will be provided to the international student outlining the reasons for the decision by BAA to reject the application for a refund.

The student agrees to repay BAA (on demand) any payments credited to the student in error. BAA reserves the right to offset the amount of any over-payment made in error against any liability (including any future debt) owing to BAA by the student.

All refunds, except those for provider default, will be processed within fourteen (14) days.

### **Refunds after BAA Default**

In the unlikely event of BAA default, then all unspent pre-paid tuition fees to date will be refunded to the student within fourteen (14) days of the default day. Other associated fees may be refunded. Alternatively, the student may be offered enrolment in an alternative course (this course may or may not be with an alternative provider) at no extra cost with any unspent tuition fees transferred to the new course and where relevant, the new provider. The student reserves the right to accept either the refund amount or a place in another course.

Where the student accepts a refund of unexpended pre-paid tuition fees from the TPS, they will be required to comply with all relevant immigration requirements and should note that this may have an impact on their student visa. Where the student wishes to obtain further information about the Tuition Protection Service (TPS), it can be found at the following website:

<https://tps.gov.au/StaticContent/Get/StudentInformation>

Finally, if the BAA cannot place the student in a suitable alternative course and is unable to offer a refund of unspent tuition fees, the Tuition Protection Service (TPS) will attempt to place the student in a suitable alternative course or, if this is not possible, students will be eligible for a refund as calculated by the TPS.

If BAA is not in a position to refund the unexpended pre-paid tuition fees, BAA will notify the TPS Director within three (3) business days of the default or intention to default. At this time, BAA will have fourteen (14) days to satisfy its tuition protection obligations to current students. Subsequent to the fourteen (14) days lapsing, BAA will have a further seven (7) days to advise the TPS Director of the final outcome.

For further information relating to the Tuition Protection Service (TPS), see Appendix A for a diagram provided for international students by the TPS. Appendix B has a more comprehensive overview of these arrangements as provided by the TPS.

## All BAA Courses

THIS POLICY APPLIES TO ALL BAA COURSES			
Reason for Refund	Notification Period	Cancellation Fee	Refund Amount
<b>Student's application for a student visa unsuccessful</b>	<i>Before semester/education service commences.</i>	Application fee only (to cover the costs of processing the application).	Full refund <b>less</b> the following amount: <ul style="list-style-type: none"> <li>\$250 application fee</li> </ul>
<b>Student with a student visa withdraws</b>	<i>More than ten (10) weeks before education service commences</i>	90% of fees for that study period.	Full refund less maximum of 10% or \$1,000, whichever is the lesser, for administrative fees.
	<i>More than 4 weeks and up to ten (10) weeks before education service commences.</i>	30% of fees for that study period.	70% of course fees less maximum of 10% or \$1,000, whichever is the lesser, for administrative fees.
	<i>Four (4) weeks or less before education service commences</i>	60% fees for that study period.	40% of course fees, maximum of 10% or \$1,000, whichever is the lesser, for administrative fees.
	<i>After education commences and during first four (4) weeks</i>	70% of fees for that study period.	30% of course fees, maximum of 10% or \$1,000, whichever is the lesser, for administrative fees.
	<i>After the fourth (4<sup>th</sup>) week.</i>	100% of fees for that study period.	Not eligible for any refund.
<b>NOTE:</b> <ol style="list-style-type: none"> <li>Where an international student cancels their enrolment and has tuition fees outstanding (in other words, they have not maintained their course fee payments in accordance with their payment plan and visa conditions), the cancellation fees above still apply and the fees owing would still be payable by the international student.</li> <li>Where an international student has paid for more than one (1) study period in advance and is seeking a refund, the above refund policy applies to all unspent tuition fees for the current study period and all subsequent study periods are refunded in full.</li> </ol>			

THIS POLICY APPLIES TO ALL BAA COURSES			
Reason for Refund	Notification Period	Cancellation Fee	Refund Amount
If BAA withdraws offer, fails to provide program offered or terminates an Education Service	Before and After education commences	Nil	BAA will refund the student the amount of any unspent pre-paid tuition fees.
If BAA withdraws a student from the College because the student has seriously breached international student visa conditions or BAA policies and procedures	Before and After education commences	No refund of fees for that study period and 60% of pre-paid fees for the subsequent study period.	No refund of the course fees and 100% of fees applicable to a subsequent course.

### Non-Tuition Fee Payments

THIS POLICY APPLIES TO ALL NON-TUITION FEE PAYMENTS AT BAA	
OHSC	Contact OSHC Provider Direct
Application Fee	Non-Refundable
<b>NOTE:</b> 1. If students have paid money directly to an accommodation/homestay provider/booking service, this refund policy does not apply, and students should contact the accommodation service provider directly.	

### Application for Refund and Process

- If students are eligible for a refund, they should apply in writing using the Application for Refund Form. This form can be delivered in person to Student Administration or alternatively, returned by post to:

Student Administration  
 BUILDERS ACADEMY AUSTRALIA  
 LOCKED BAG 4002  
 SOUTH MELBOURNE 3205 VICTORIA, AUSTRALIA

- Students should attach any supporting documents with their claim.
- Student Administration will review the application for refund and the supporting evidence. It is the student's responsibility to provide BAA with all relevant documentation to support their claim.
- Student Administration will make a decision whether to refund the paid fees based on the student's claims.
- Student Administration will write to the student, normally within fourteen (14) days, advising the student of the outcome. If the student's application for refund is successful, a direct deposit will be made into the international student's nominated bank account. Students must allow up to fourteen (14) working days for a refund to be processed.



**IMPORTANT NOTICE:** The information set out in this handbook is provided for the purposes of information only and prospective students should double-check all information prior to making a decision. The information contained in this brochure is correct at the time of printing.