



Galaxy College International Student Handbook

RTO CODE: 45182
CRICOS PROVIDER CODE: 03687F

Address: Suite 1, Level 2, 224-238
George St, Liverpool, NSW 2170

Phone: (02) 8005 0010

Email: info@galaxycollege.edu.au

Website: www.galaxycollege.edu.au

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Message from the Director of Studies

On behalf of all the staff at Galaxy College we welcome you and thank you for choosing to study with us.

We are excited to be able to support you no matter where you are in your career journey!

Our goal is to help our students reinvent their future through equipping you with the knowledge, skills and confidence you need to enter the workforce or to undertake further studies.

This Student Handbook is designed to introduce you to Galaxy College and provide essential information about our College.

The foundation of Galaxy College's success is the uniquely talented and dedicated faculty, administrators and staff who share a commitment to high academic standards, comprehensive opportunities for students and individual attention to student needs. In addition to excellent education and training programs and services, Galaxy College offers a truly supportive environment and is committed to offering its student an experience in Australia.

Galaxy College has responsibilities related to the standards of courses, their delivery and assessment. In addition, Galaxy College has responsibilities regarding the welfare of students their educational interests.

As a Student, you also have responsibilities towards the College, your colleagues and the College staff to ensure everyone has the opportunity to achieve their goals and perform to the best of their abilities.

It is your responsibility as a Student to ensure that you have read and understood all policies and procedures, and to seek clarification from your trainers and/or administrative staff when necessary. All policies will be covered during induction. If you have questions at any time, please ask your trainer for assistance.

The quality of your experience with Galaxy College depends largely on your motivation and commitment. We look forward to assisting you in achieving your goals.

All of us at Galaxy College look forward to making your experience with us both enjoyable and rewarding. Welcome to Galaxy College.

Regards,

Bruce Mitchell
Director of Studies
Galaxy College

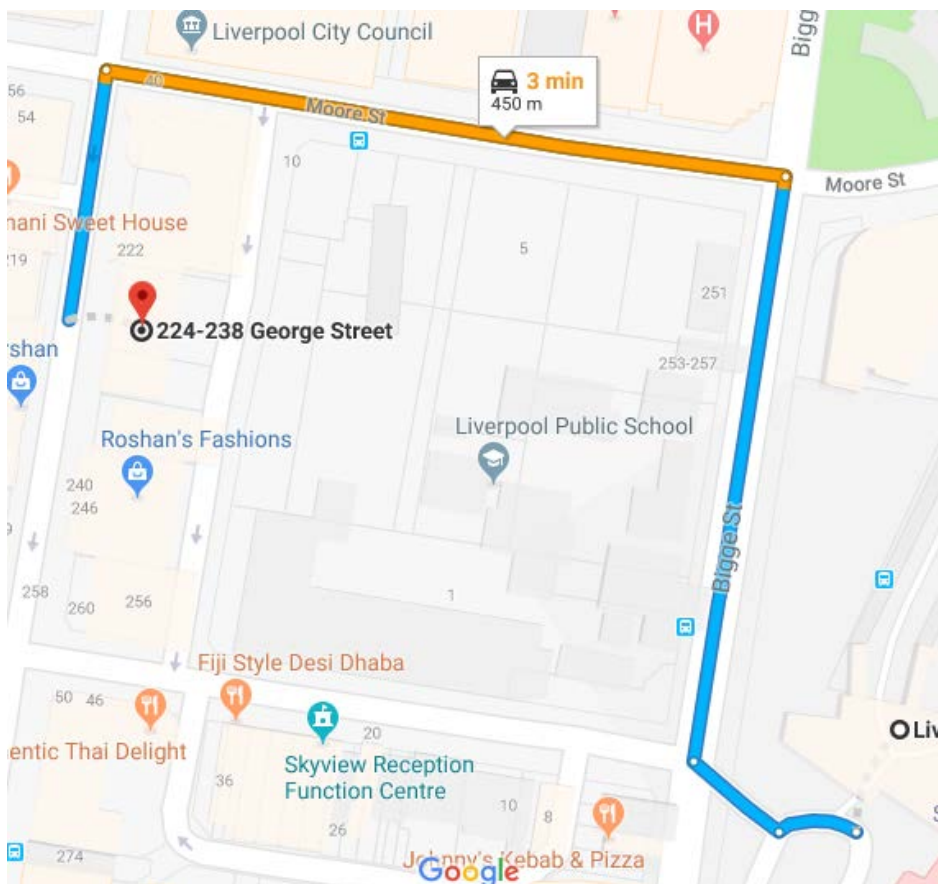


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Galaxy College details

RTO PROVIDER CODE: 45182 CRICOS PROVIDER CODE: 03687F

- Phone: +61 2 80050010
- Website: www.galaxycollege.edu.au
- Email: info@galaxycollege.edu.au
- Business Office Hours:** 8.00am to 6.00pm Monday to Friday. Closed on Public Holidays.
- College Address: Suite 1, Level 2 224-238 George Street Liverpool NSW 2170



Important Information & Emergency Contacts

General Contact: Galaxy College
Phone: +61 2 80050010
Email: info@Galaxycollege.edu.au

International Student: Ms Wendy Yang
Phone: +61 2 80050010
Email: info@Galaxycollege.edu.au

International Student 24 Hour Emergency Contact: Ms Wendy Yang
Phone: +61 2 80050010
Email: info@Galaxycollege.edu.au

Important Telephone Numbers

Emergency numbers – Queensland Government



Dial Triple Zero (000) for Police, Fire and Ambulance in an emergency.


Department of Home Affairs (DHA)


 Address: Offices in Australia <http://www.homeaffairs.gov.au/about/contact/offices-locations/australia>

HEAD OFFICE: Suite 1, Level 2, George Street Liverpool NSW 2170


Immigration Offices Outside of Australia -<http://www.homeaffairs.gov.au/Lega/Lega/Help/Location/Our-Offices>


 Website: <http://www.homeaffairs.gov.au/about/contact/make-enquiry>

 Phone: **131 881**

 **Open hours:** Counter hours 9 am to 4 pm Monday to Friday

MyHealth Medical Centres / Hospitals

 Address: Shop 198, Westfield Liverpool Corner George and Elizabeth Street, Liverpool New South Wales 2170

 Phone: 02 9821 1533




 Open hours: Open 9 AM to 6PM

Saturday to Sunday Open 9:00 AM - 5:00 PM



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Advance Liverpool Medical Centre

-  Address: 240-242 Macquarie Street, Liverpool New South Wales 2170
-  Phone: 02 9821 1244
-  Open hours: Open 8 AM to 9 PM
Saturday to Sunday Open 9:00 AM - 9:00 PM



Information about studying in Australia

Please visit the websites below to find out all about studying in Australia including visa requirements, student support services, cost of living, Education Agents, health cover, working in Australia, insurance, accommodation options and costs, weather, transport and so much more.

Study in Australia

<http://www.studyinaustralia.gov.au/>

<http://www.studyinaustralia.gov.au/global/why-australia>

Living in Australia

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

Life in Australia Book

<http://www.homeaffairs.gov.au/Trav/Life/Aust#>

Translated versions

<http://www.homeaffairs.gov.au/Trav/Life/Aust/Life-in-Australia-book>

Other Important websites

Overseas Students Ombudsman

<http://www.oso.gov.au/>

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as <http://www.homeaffairs.gov.au/>

Student Visa options

<http://www.homeaffairs.gov.au/Trav/Stud>

Applying for a Student Visa – <http://www.homeaffairs.gov.au/Trav/Visa-1>

Provider default (if your provider can no longer offer your course for study)

<https://www.homeaffairs.gov.au/trav/stud/more/education-providers-default>



Student Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa.

These conditions include (but are not limited to):

- You **must** maintain adequate arrangements for health insurance during your stay in Australia.
- You **must** maintain satisfactory attendance in your course and satisfactory course progress.
- You **must** remain enrolled in a registered course that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- You **must** continue to satisfy the requirements for grant of your student visa. This means, for example, that your main course of study must continue to be a course in the education sector that matches your student visa, and that you must continue to have sufficient financial capacity to support your study and stay in Australia.
- You **must** maintain adequate schooling arrangements for your school-age dependents who joined you in Australia on a student dependent visa for more than 3 months.
- You **must** notify your education provider of your residential address in Australia within 7 days of arriving in Australia.
- You **must** notify your education provider of any change in your residential address within 7 days of the change.
- You must notify your education provider of a change of education provider within 7 days of receiving the electronic Confirmation of Enrolment certificate or evidence of enrolment.
- You **cannot** work more than 40 hours per fortnight when your course is in session (other than work which has been registered as a part of the course).
- You **cannot** undertake work until you have commenced your course in Australia.
- If you have not turned 18 you must maintain adequate arrangements for your accommodation, support and general welfare for the duration of your stay in Australia.

For the full list of **mandatory** and **discretionary** student visa conditions including rules for working while studying visit: <http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.



Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents advise the students of the entry requirements for the course the wish to study. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Any service charge will be covered by the student.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Pre arrival and Arrival information

Public Facilities

Liverpool is a significant activity centre in the region, with a major bus station, parks, parking areas, state primary schools, a state high school, a public library, shopping malls, ambulance, fire and police stations and many places of worship.

Most commercial activity in Liverpool is centred on the "town centre" with many stores, ATMS, banks and others.

Transport

Sydney Trains is the suburban passenger rail network serving the city of Sydney, New South Wales, Australia

Galaxy College is in a Liverpool location that provides easy transport access options via local bus and train stations.

Closer transport station to Galaxy College:

- Bus station is 3 mins walk.
- Train station Liverpool 3 mins walk.

Student can search online for travel information in Website.

- [website: https://transportnsw.info/](https://transportnsw.info/)

Places to relax or study

- Student common rooms
- Library:

Liverpool Library

- 📍 Address: [170 George St, Liverpool New South Wales 2170](#)
- 🌐 Website: <http://mylibrary.liverpool.nsw.gov.au/>
- ☎ Phone: 02 98219450

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website, the Department of Foreign Affairs and Trade (DFAT) website <http://www.dfat.gov.au/embd/CIIassies.html> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

China PR	(03) 9822 0604	Japan	(03) 9639 3244
India	(02) 6273 3999	Korea South	(02) 6273 3044
Sri Lanka	(+61)438194852	Malaysia	(03) 9820 0921
Indonesia	(03) 9525 2755	Taiwan	(03) 9650 8611
Thailand	(03) 9650 1714	Vietnam	(02) 6268 6059

For a complete list of foreign embassies in Australia visit [-http://protocol.dfat.gov.au/Mission/list.rails](http://protocol.dfat.gov.au/Mission/list.rails)

Arranging Travel

Students will need to make their own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Galaxy College – Liverpool campus.

You should fly into Sydney International Airport

- 📍 On arrival you can catch a Taxi, Uber or train/bus to your accommodation. To plan your journey from Sydney International Airport to college campus by public transport visit: <https://transportnsw.info/>



Things to Do: Before Leaving Home

-
- Apply for passport (check expiry date. Should be valid for more than 6 months).....
- Arrange student visa.....
- Make contact with Galaxy College
- Complete required forms with Galaxy College
- Make payments to Galaxy College
- Arrange for immunisations and medications from your doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements.....
- Arrange travel insurance / OSHC
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
 - Name and contact details of Galaxy College representative
 - Enough currency for taxis, buses, phone calls etc. in the event of an emergency..
 - Important documents (You should prepare a folder of official documents to bring to Australia):
 - THIS HANDBOOK!
 - Valid Passport with Student Visa
 - International Student Contract at Galaxy College
 - Confirmation of Enrolment (CoE) issued by Galaxy College
 - Original or Certified copies of qualifications & certificates
 - Insurance policy (Travel/OSHC)
 - ID cards, drivers licence, birth certificate (or copy)
 - Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
 - Medical records and / or prescriptions

If you are travelling with your family you will need to include their documents as well.

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



Upon Arrival in Australia

-
- Call
- Settle into accommodation
- Contact Galaxy College
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation at Galaxy College campus (compulsory)
- Buy an Australian SIM card for your phone (Vodafone, Telstra, Optus,...)
- Advise Galaxy College of your address, phone and email
- Get student ID card
- Advise health insurance company of address & get membership card
- Open a bank account (ANZ, Commonwealth Bank, NAB,).....
- Attend course specific orientation sessions
- Get textbooks
- Start classes (Check timetable)
- Apply for tax file number if seeking work (visit: www.ato.gov.au)
- Get involved in student life and associations
(E.g. music, sporting and cultural clubs).

What to Bring

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. For further information about Australian Customs visit DHA website: <https://www.homeaffairs.gov.au/trav/ente> and the following hyperlinks.

Individuals and Travellers

- [Visiting Australia](#)
- [Entering or leaving Australia](#)
- [Life in Australia](#)
- [Visa support](#)
- [Importing or buying from overseas](#)
- [Studying in Australia](#)
- [Working in Australia](#)
- [Bringing your family or partners](#)
- [Refugee and humanitarian](#)
- [Australian Citizenship](#)
- [Visas](#)
- [Check your visa and work entitlements \(VEVO\)](#)

Bringing Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances DHA website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

Issues to Consider

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

Before making a decision to bring your family to Australia it is important to consider the following issues:

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

For more information visit: <http://www.homeaffairs.gov.au/Trav/Life>

Child Care

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

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

Schools:

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.



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3. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.
4. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
5. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
6. You should also take into consideration the distance from the school to **your education institution**, the suburb in which you intend to live and the method of transport you plan to use.

Schools

There are two types of schools in Australia – public schools and independent schools.

Public Schools

<https://education.nsw.gov.au/>

Directory of State and Independent Schools Brisbane

<https://www.australianschoolsdirectory.com.au/sydney-schools.php>

For further information, please visit the websites above.

Australian laws and travel tips

<http://australia.gov.au/topics/law-and-justice>

<http://australia.gov.au/topics/immigration>

<http://australia.gov.au/topics/tourism-and-travel>

<http://australia.gov.au/topics/tourism-and-travel/state-tourism-and-travel-links>

<https://www.legislation.gov.au/Details/C2017C00369>

Accommodation

Options in Australia whilst studying with Galaxy College.

Choosing Where to Live

Most students want to live within walking distance of the campus, but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Whilst studying with the college few of your accommodation options are:

1. Find rental properties to suite your budget on www.realestate.com.au/
2. Find shared accommodation on www.flatmates.com.au or www.thepad.com.au/
3. Find cheap Backpackers accommodation on www.hostelworld.com/



Living costs

Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia. (All costs are in Australian dollars)

Accommodation

- **Hostels and Guesthouses** - \$90 to \$150 per week
- **Shared Rental** - \$85 to \$215 per week
- **Homestay** - \$235 to \$325 per week
- **Rental** - \$165 to \$440 per week

Other living expenses

- **Groceries and eating out** - \$80 to \$280 per week
- **Gas, electricity** - \$35 to \$140 per week
- **Phone and Internet** - \$20 to \$55 per week
- **Public transport** - \$15 to \$55 per week
- **Car (after purchase)** - \$150 to \$260 per week
- **Entertainment** - \$80 to \$150 per week

Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From 1 July 2016 the 12 month living cost is:

- **You** - \$20,290 per year
- **Partner or spouse** - \$7,100 per year
- **Child** - \$3,040 per year

For more information about living cost visit the website:

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

Staying safe in Sydney

Like in any big city, crime does happen. It's important that young people, in particular, take their own personal safety seriously. You need to be aware of your personal safety at all times and take steps to be aware of risks.

Simple safety tips

Simple safety tips that can help reduce your risk of being a victim of crime.

Preparing for a night out



Heading out tonight? Make sure you...

Charge your mobile phone.

- Tell someone where you are going and when you'll be back.
- Organise safe transport to and from your destination.
- Identify safe locations along your route such as a friend's house, local shop or anywhere you feel safe.
- Keep any valuable items including cash and tablet devices out of sight.
- Avoid excessive drinking, be careful around intoxicated groups and avoid confrontation.

There are lots of positive steps you can take to enjoy Sydney and stay safe.

1. Be aware

- Stay alert to your surroundings at all times.
- Remove your headphones and be aware of those around you.

2. Be smart

- Choose safe routes in well-lit, populated areas with lots of other people around.

3. Be prepared

- Before you head out, plan how you will get there and how you will get back. Identify safe locations along the route such as a friend's house, local shop or café.

4. Trust your instincts

- If you feel unsafe, uncomfortable or feel something just isn't right, get out of the situation straight away.

5. Be heard

- If you are threatened or attacked, shout as loudly as you can. Yell for help and make a lot of noise to draw attention to yourself.

6. Report it

- If you are a victim of crime or are in danger, contact the police on 000. Remember, the police are here to help you.

While there are a lot of things you can do to help protect your safety, there are also places, behaviours and activities that can increase your risk and should always be avoided.

- Don't carry large amounts of cash or display how much money you have in your purse or wallet.
- Don't take short cuts through dark streets or isolated parks.
- Don't get into a vehicle or go anywhere with someone you don't know or don't feel comfortable with.
- Don't listen to music with headphones in while you are out and about.
- Be aware of your surroundings.
- Don't travel alone especially at night. On public transport, try to sit near other passengers or near the bus or train driver.
- Don't drink to a level where you are no longer in control.

Helpful organisations

These organisations offer help and advice on personal safety issues:

- <http://www.nswrapecrisis.com.au/> - Phone 1800 424 017 (24/7)
- <http://liverpoolwomenshealth.org.au/> Phone (02) 9601 3555
- <http://www.sshc.org.au/> - phone 02 93827440



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- [Crime Victims Support Association](#)
- [DV Connect](#) - Women's Line phone 1800 811 811; Men's Line phone 1800 600 636
- [Kids Help Line](#) - phone 1800 551 800
- [Lifeline](#) - phone 13 11 14

Bikeway safety and awareness

Create a safe and friendly environment:

- Cyclists must sound the bell before passing pedestrians to warn them of approaching - give enough warning so they know to move to the left and to show you aren't 'sneaking up on them'.
- Cyclist must wear a helmet all the time.
- Cyclist should wear reflective clothing at night.
- Cyclist must lock the bike when leaving it unattended.
- acknowledge other path users by giving a quick 'hello' or 'thank you' when passing.
- keep left when cycling and walking on our footpaths and shared paths - this helps to minimise the chance of a collision and allows users to overtake/ pass safely.
- be conscious of other path users - behave in a confident but non-threatening manner to reassure others around you.

More information about safety tips visit the website

<https://www.rms.nsw.gov.au/roads/bicycles/safety-rules/index.html>

Stay safe when drinking

Whether you are drinking at home or in public, you should drink responsibly and behave in a way that is respectful to the people around you. Some tips/ways to drink safely and responsibly include:

- **count your standard drinks:** keep track of how much alcohol you are drinking.
- **drink slowly:** take sips and put your glass down between sips. Don't let people top up your drinks, as this makes it hard to keep track of how much alcohol you have consumed.
- **eat before or while you are drinking:** if you have a full stomach, alcohol will be absorbed more slowly. Avoid salty snacks, as these make you drink more.
- **avoid 'shouts':** drink at your own pace or buy a non-alcoholic drink when it's your turn. Don't be pressured into drinking more than you want or intend to.
- **pace yourself:** try having a 'spacer' or a non-alcoholic drink every second or third drink. You will drink much faster if you are thirsty, so start with a non-alcoholic drink.
- **stay busy:** if you have something to do, you tend to drink less such as playing pool or dancing.
- **try the low-alcohol alternative:** light beers and low alcohol premixed drinks are available.

Drink spiking

Drink spiking happens when alcohol or another substance is added to your drink without you knowing. Drink spiking is illegal and can have serious criminal and health consequences.

Chances are you will not smell, see, or taste any difference to your drink, particularly if it is spiked with alcohol. The warning signs include:

- feeling dizzy, faint, sick or sleepy
- feeling drunk, even if you have only had a little alcohol to drink
- passing out
- waking up feeling disoriented and sick, with memory blanks about the night before.

More about drink spiking and how to protect yourself visit the website:

<https://adf.org.au/insights/drink-spiking/>

More information about standard drink in Australia visit the website:

https://www.police.nsw.gov.au/__data/assets/pdf_file/0005/81374/fact_sheet_drink_spiking_myths.pdf

<https://druginfo.sl.nsw.gov.au/alcohol-alcohol-and-law/drink-spiking>

Traveling safely after drinking

If you are going to drink, plan to not drive. Where possible, separate drinking and driving. Organise a designated driver, a lift, or a cab/ride-share, or public transport to safely get where you are going safely. Or simply stay where you are for the night at a friend's place (Mates' Motel).

Be aware. Alcohol affects your safety when walking on or near the road. The key danger periods are walking between venues, home, to cab ranks or for food.

Easy ways to help keep you and your mates safe are:

- pre-plan your way home with a designated driver, lift, or enough cash for a taxi/Uber.
- cross at traffic lights at the appropriate signals rather than attempting to J-walk or trying to race the traffic.
- walk on footpaths, not roadsides.
- don't walk while looking at your phone. Keep your attention on the road.
- help mates get home safely—walk them to their lift, cab, and/or food.

For more information visit the links below:

- Patron and staff safety on licensed premises: <https://www.rms.nsw.gov.au/roads/safety-rules/road-rules/alcohol-and-drugs.html>
- <https://www.rms.nsw.gov.au/roads/safety-rules/road-safety.html>

Safety on public transport

The following strategies are provided as a guide only. You are encouraged to consider and implement strategies that most suit your needs and your lifestyle. In all situations, if you feel your safety is being threatened, call triple zero (000).

To preserve your safety on public transport, consider the following options:

General advice

- Avoid unnecessary waiting and plan your travel by consulting a timetable.
- Advise a responsible person of your expected arrival and route.
- Wait wherever you feel the most comfortable and safe, such as in a well-lit area near other people.
- If you feel your safety is threatened by a fellow passenger:
 - respond assertively, e.g. 'Leave me alone, or I will report you'
 - move

- seek help from other passengers by asking specific people for assistance rather than making a general call for help
- activate an emergency button or help phone, if available
- report the incident to the bus driver, train guard, police or to the transport company.
- When leaving public transport, be sure to notice who gets off with you.
- Have a plan to get to your car or home when you get off public transport.

Buses

- Sit wherever you feel the most comfortable and safe. If the bus is empty, or nearly empty, consider sitting near the driver.
- If the driver is threatening your safety, take details of the bus and the driver and report the matter to police and/or the bus company.
- In the case of emergency, help phones are available on many busway station platforms.

Trains

- Sit wherever you feel the most comfortable and safe. If the train is empty, or nearly empty, consider sitting near the train guard or driver.
- In an emergency, seek help by alerting the guard or by pushing the emergency contact button for assistance.
- **Help phones** are available at all stations and in some car parks in the case of an emergency.



For further information regarding safety and security on the train, visit <https://www.transport.nsw.gov.au/>

Taxi safety

Using a taxi can be a convenient alternative to driving or taking public transport. Most New South Wales taxis have security cameras installed. These cameras help increase passenger and driver safety as well as accountability for their responsibilities. Taxi camera footage can be used as evidence if a crime is committed in a taxi.

Always ask for a printed receipt – Tax Invoice. This contains important information such as time, date, fleet number, total fare paid, method of payment and your drivers ABN.

Don't get into a taxi if the driver makes you feel uncomfortable. You are within your rights to select another taxi.

Authorised taxi drivers must display a current Authorised New South Wales Taxi Driver display card when driving in prescribed taxi service areas. This card shows that your driver is an authorised taxi driver, supporting your safety and their accountability.

The card must be displayed in a position that is clearly visible to passengers in the taxi. It has the driver's:

- photo
- driver authorisation number
- authorisation expiry date.



Taxi responsibilities

When you hire a taxi, you and the driver are both responsible for ensuring the trip is safe and fair.

Passenger responsibilities

As a taxi passenger you must:

- pay the correct fare (including any tolls or fees for booking, vehicle access and soiling)
- wear a seatbelt and make sure children are properly restrained
- behave well and not cause disturbance or nuisance while travelling
- not eat, drink or smoke inside the taxi
- not wilfully or unlawfully damage, deface or interfere with the taxi or its service equipment
- not ask the driver to speed or break any road rules or laws.

Taxi driver responsibilities

Taxi drivers must:

- be polite to passengers, the public and other road users
- give reasonable help to passengers getting in or out of the taxi
- help load and unload the passengers' luggage if it is not unreasonably heavy
- not drive while tired
- not be under the influence of a drug that affects driving ability, including medication
- have a blood alcohol level of zero
- not smoke in the taxi
- display their taxi driver authorisation
- be medically fit at all times when driving
- if they can't complete the journey, arrange other suitable transport for the passengers
- turn the hail light on when they are available to hire.

If you feel that the taxi driver does not fulfil their responsibilities when you use a taxi, you can complain about the service.

Taxi rights

When you hire a taxi, both you and the driver have the right to fair and safe travel.

Passenger rights

As a taxi passenger you have the right to:

- choose the route to your destination
- refuse multiple hiring or share riding
- request a fare estimate
- be charged the correct fare (including flag fall, tolls and fees) and receive the correct change
- be charged according to the maximum taxi fares and not be charged a booking fee if you hail a taxi or enter a taxi waiting at a rank
- travel in a vehicle that is safe and comfortable
- be given an itemised receipt if you request it
- ask for help to get into or out of the taxi
- ask for help to load and unload your luggage if it is not unreasonably heavy

- travel with an assistance animal if needed
- use an accessible taxi if needed
- give feedback about the taxi service.

If you feel that your rights have not been fulfilled after using a taxi, you can complain about the service.

Taxi driver rights

Taxi drivers have the right to:

- work in a safe environment and be treated with courtesy
- refuse to carry a passenger they believe may
 - not have enough money to pay the fare
 - cause a disturbance or nuisance
 - be a danger to the driver, other passengers or road users
- ask for a deposit or an estimate of the fare before starting the trip if they believe a passenger may try not to pay the fare
- charge a cleaning or soiling fee if the passenger dirties the taxi
- refuse to carry animals that are not assistance animals needed for the passenger.

Taxi rank safety is a shared initiative between State and Local Government.

At a secured taxi rank, patrons can expect:

- to queue in an environment that is free from unruly and inappropriate behaviour
- an organised supply of taxis to the rank to meet demand
- management of the flow of passengers and organisation of share rides as required
- answers to enquiries about routes and fares

Taxi company names and contact details:

- <https://sydney.13cabs.com.au/>
- <https://www.premiercabs.com.au/>

More information about taxi refer the website: <https://www.nswtaxi.org.au/>

Sun safety

Australia has one of the highest rates of skin cancer in the world. Fortunately, being SunSmart is a simple and effective way to reduce your risk of developing skin cancer. There are some steps you can take to protect your skin:

- Wear sunscreen protection (such as SPF30+ water resistant sun cream) and apply before you go outside.
- Apply sunscreen at least 25-30 minutes before swimming and ensure you re-apply sunscreen after swimming.
- Wear a hat and UV protective sunglasses.
- Avoid spending long periods of time in the sun between 10am and 3pm, as this is when the sun is strongest.
- Make sure you follow these tips even when it isn't sunny – you can still get burnt on cloudy or overcast days.

For more information about sun safety visit the website:
<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water>

Beach safety

The beach is one of Australia’s most recognisable and enjoyable features. Here is how can we enjoy a day at the beach safely and help prevent accidents or injury. To make sure you are safe when swimming at the beach remember the acronym **FLAGS**:

- **F**ind the red and yellow flags and swim between them.
- **L**ook at, understand and obey the safety signs.
- **A**sk a lifeguard or lifesaver for advice before you enter the water.
- **G**et a friend to swim with you.
- **S**tick your hand up, stay calm, and call for help if you get into trouble.

You should also conserve your energy by floating on your back and staying calm if you are in trouble. This will ensure you have the energy to remain afloat until assistance arrives.

Find the red and yellow flags and swim between them.





Who are lifeguards and lifesavers?

Lifeguards and lifesavers are people who supervise you and provide advice about beach conditions. You should also note what uniform your life-saving service is wearing when you go to the beach so you know what to look for in an emergency.

What do the beach safety flags mean?

Every beach has permanent and occasional hazards that you will need to look out for. Lifesaving services use a number of safety flags to help identify these hazards and to indicate supervised areas. These are:

- Red and yellow flags show the supervised area of the beach that a lifesaving service is operating. The absence of red and yellow flags indicates there is no supervision. **NO FLAGS = NO SWIM.**
- A red flag indicates that the beach is closed and you should not enter the water
- A black and white chequered flag indicates the area where board riding and surfing is not permitted.

Beach safety flags			
RED & YELLOW: Area operated by a lifesaving service	RED: Beach is closed - you should not enter the water	BLACK & WHITE: Board riding and surfing is not permitted	YELLOW: Potential hazards in the water
			

What do the beach safety signs mean?

Beach safety signs can be different shapes and colours. They tell you about the beach and conditions.

- Warning signs are diamond-shaped and yellow and black. They warn you about hazards at the beach such as ‘unexpected large waves’ or ‘swimming not advised’.
- Regulatory signs are a red circle with a diagonal line through a black image. They are used to inform you about prohibited activities at that beach such as ‘no swimming’ or ‘surfboard riding between flags prohibited’.
- Information signs are square shaped and blue and white. They are used to provide information about features at that beach such as ‘patrolled beach’ or ‘surfboard riding’.

- Safety signs are square-shaped and green and white. They are used to indicate a safety provision nearby or to provide safety advice such as ‘emergency telephone’, ‘first aid’ or ‘lifesaving equipment’.

Beach safety signs			
WARNING: Large waves	REGULATORY: No swimming	INFORMATION: Patrolled beach	SAFETY: First aid
			

More information about beach safety refer the website: <https://www.healthdirect.gov.au/beach-safety>




Overseas student health cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

Students can also purchase their OSHC through the OSHC provider website; however evidence will be required during enrolment and visa application that students have sufficient cover.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

   	OSHC Providers
	Medibank Private: www.medibank.com.au NIB: https://www.nib.com.au/overseas-students Australian Health Management: www.ahm.com.au BUPA OSHC: www.overseasstudenthealth.com

Some students may be exempt from enrolling in the OSHC such as students from countries who’s Governments may have Reciprocal Health Agreements for students in Australia.

Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm>

OSHC FACTSHEET (Australian Government)



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<https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf>

Comprehensive Questions and Answers

<http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

Unique Student Identifier (USI)

What is the USI?

From 1st January 2015, All colleges are required to collect and verify a USI for each student at enrolment, or prior to issuing a qualification or statement of attainment. The USI data will also be reported to the National VET Regulator for the purposes of data collection. Therefore, it is mandatory that all students supply their USI upon enrolment. If you do not have a USI, please visit usi.gov.au/students/create-your-usi for more information, and instructions on how to apply.

The USI is an alphanumeric number that all individuals must apply for and hold when undertaking nationally recognised Vocational Education and Training (VET). This number only needs to be applied for once and it will remain with the individual for life. Once implemented, a student will be able to access a full list of their academic achievements from a central system for training undertaken whilst they have a USI.

Security

Galaxy College ensures that your personal information is secure at all times and that only authorised team members can access your records.





STUDYING WITH GALAXY COLLEGE

Course information

Our programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages. These can be viewed at <https://training.gov.au/Organisation/Details/45182>

For the most current list of courses available to International Students visit - <http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03687F>

Galaxy College is offering four courses for international students in 2020. These are:

CRICOS code	Course Code	Qualification Name	Duration	Class attendance	Holidays	Start Date	End Date
0101159	CHC33015	Certificate III in Individual Support	52 weeks	40 weeks	12 weeks	13/1/2020	8/1/2021
0101158	CHC43015	Certificate IV in Ageing Support	52 weeks	40 weeks	12 weeks	2021	2022
0101157	CHC52015	Diploma of Community Services (Case Management)	104 weeks	80 weeks	24 weeks	13/1/2020	7/1/2022
0101156	BSB51918	Diploma of Leadership and Management	52 weeks	40	12 weeks	13/1/2020	8/1/2021

For the most up to date Course details including costs and durations visit our website <http://www.galaxycollege.edu.au/>

Galaxy College delivers our courses face to face a minimum of 20 hours per week. Students must attend a minimum of 20 hours of classes per week

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study please refer to the individual course marketing material found on our website <http://www.galaxycollege.edu.au/>. A non-refundable Enrolment fee of \$500 AUD is payable as part of the application process.



Fees are subject to change with notice.

Student Materials / Resources:

All students are required to bring their own laptop / iPad / tablet to classes. If you do not have a laptop you need to advise the College prior to your Orientation, so that an alternative arrangement can be made such as hiring a computer. Galaxy College will provide internet access in the college facilities.

On some occasions students may need to make a video recording for either a class exercise or an assessment activity and therefore students need access to a mobile phone that allows them to make a video recording. A recording device is not supplied by the College

Course Credit/Recognition of Prior Learning

'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.'

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL).

Galaxy College requires students to complete the *Application for Recognition of course credit/RPL form* for assessment by the relevant trainer. Evidence is required to substantiate previous knowledge/qualifications.

Galaxy College may require students to complete an assessment to demonstrate competency.

If Galaxy College grants the student course credit/RPL which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to DHA via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

For further information about Course Credit please ask for a full copy of our *RPL/Course Credit Policy*.

General Entry requirements

Pre-enrolment interview:

To ensure a course is the right one for you the CEO or their delegate will contact you to undertake a pre-enrolment interview to assess your suitability and capacity to undertake the course.

English Language:

Students must provide one of the follow requirements to enter any course:



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- English Certificate of Upper Intermediate or higher from a English Language School in Australia
- International English Language Testing System (IELTS), academic module - score of 5.5 with no individual score less than 5.0. NOTE: *All applicants from AL3 countries must sit an IELTS test.*
- Test of English as a Foreign Language (TOEFL) - minimum score of 530 for the paper based test; 197 for the computer based; 71 for the internet based test
- Other English proficiency documentation or test reports will be reviewed as per the Australian Department of Home Affairs refer to link below for details
- <http://www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements>

Academic:

- International students require a completed Year 12 or equivalent; or Non school-leavers are selected according to eligibility and merit, vocational experience, previous study and personal competencies.

NOTE: Every application is individually assessed

Work Placement

Undertaking a minimum 120 hours of work placement in an accredited facility, supervised by a qualified staff member is a mandatory requirement for CHC33015 Certificate III in Individual Support, CHC43015 Certificate IV in Ageing and CHC52015 Diploma of Community Services. See course outlines for details of work placement hours at Galaxy.

The work placement can be arranged by Galaxy College, or you may be able to nominate your own workplace (subject to approval). If Galaxy College is arranging your work placement, we will endeavour to find a workplace which is close to your home (subject to availability).

Students are not paid for attending work placement, and they must cover their own costs in getting to and from the facility. Whilst on work placement students must wear enclosed flat soled shoes and may be required to wear a specified uniform which would be at their cost.

Placement times have been carefully timetabled to support students' classroom learning. For the purposes of work placement, students need to be aware that some Facilities may be open between 6.00am to 10.00pm and students may be required to complete early or late shifts.

Requirements to undertake work placement

Police Clearance



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All students are required to provide a current Police Clearance Check, prior to commencing work placement. International students have a police clearance from their home country as part of their visa conditions and must also arrange a local Australian Police Clearance. The student is required to cover the cost of obtaining the Clearance Check

Working with Children Check (WWCC):

Some facilities may require the student to have a current and valid Working with Children Check (WWCC) before the start of their work placement. The student is required to cover the cost of obtaining the WWCC if any.

See the Office of the Children's Guardian website <https://www.kidsguardian.nsw.gov.au> for further information.

It is recommended that students have the following immunisations: hepatitis B, diphtheria, tetanus, whooping cough, measles, mumps, rubella and varicella (Chickenpox).

Privacy

Galaxy College abides by the Privacy Act 1988 and respects learner, staff and trainer/assessors' right to privacy.

As a RTO, Galaxy College is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from learners in secure learner records. All staff must be scrupulous in using learner information only for the purposes for which it was gathered. All learners have access to their own records at all times.

Galaxy College collects information from learner upon initial enquiry in order to send course information, and is collected at enrolment and during the provision of the training and assessment services. The Galaxy College may use personal information to advise learner of upcoming events and training course, for marketing and research purposes. In addition feedback on services provided through surveys is collected. This feedback assists us improve the quality of the services and training and is treated confidentially.

Galaxy College will only disclose information to other parties, as required by law, or as otherwise allowed under the Privacy Act 1988. For further information, see Galaxy College Privacy Policy.



Legislation and Policies

CURRENT CRICOS legislation

- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

Legislation Information for International Students

The *Education Services for Overseas Students (ESOS) Framework including the ESOS Act 2000 and ESOS Regulations 2001 (as amended) and National Code 2018* and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further information on Australian Legislation and how it affects International Students visit:

<https://docs.education.gov.au/node/39586>

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Visa information

For visa information we recommend visiting the Department of Home Affairs of Australia listed below:

<http://www.homeaffairs.gov.au/Trav/Visa-1/500->

<http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

Australian Competition and Consumer Commission

The ACCC is Australia's competition regulator and national consumer law champion. They promote competition and fair trading and regulate national infrastructure to make markets work for everyone.

For more information visit the website: <https://www.accc.gov.au/>

POLICIES & PROCEDURES TO BE PROVIDED TO INTERNATIONAL STUDENTS



Student Code of Behaviour / Rules

1. Galaxy College prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course
2. Mobile Phones should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.
3. Students must follow the directions of their teacher/trainer at all times
4. Students are required to wear appropriate safety clothing and use equipment safely
5. Students must not use inappropriate or offensive language, signs or gestures
6. Violent behaviour will not be tolerated.
7. Weapons cannot be carried onto the College premise
8. Racist behaviour will not be tolerated
9. Sexual harassment will not be tolerated
10. English is to be spoken during class at all times
11. Fees must be paid as per the due date on the agreement/invoice
12. An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, Galaxy College accepts no responsibility for personal property lost or stolen
13. Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
14. No aggressive physical contact or verbal abuse is to occur between any persons at any time.
15. Smoking is not permitted inside training facilities, Australian Law must be followed
16. Drinking alcohol is not permitted inside training facilities.
17. Eating or drinking is not permitted in any space other than the designated areas.
18. Clothing and behaviour should be appropriate and not cause offence to anyone.
19. Students are expected to be genuine/bona fide students in Australia to study and complete their course/qualification and therefore must attend class and progress in their course. *Refer our Course Progress and Attendance Policies for further details.*

All disciplinary matters will be handled by the CEO.



NC Standard 3 – FEES & Refund policy

This refund policy is provided in full to all students prior to any payment being made and is contained IN FULL in the *Formal International Student Contract*.

TUITION FEES

- All fees are quoted and payable in Australian dollars \$AUD.
- Due dates for fees are stated on this document.
- A late payment fee of AUD\$15 per week applies on unpaid fees after the due date stated on this document.
- Galaxy College can only request 50% of each course Tuition Fees (or the full amount if the course is under 25 teaching weeks in duration) prior to the course commencing.
- Students can however pay full fees or more than 50% if they wish to. For further information please contact us.
- After commencement Galaxy College or its agents can request remaining tuition fees as per the agreed payment plan on the written agreement/invoice.
- There is no reduction of tuition fees if you complete the program in a shorter period than the length of your CoE.
- Payment plan will incur AUD\$110 non-refundable instalment plan fee payable on the initial prepaid non-tuition fees.

PAYMENT OF TUITION FEES

- Students will not be allowed to commence studies until all applicable fees have been paid as per your Letter of Offer, Written Agreement and any subsequent invoices.
- If you have not paid your total outstanding fees you will not be eligible to graduate.
- Outstanding fees will constitute misconduct and may lead to the cancellation of your CoE.
- The College is not required to provide students who owe fees for their current study period, with a Letter of Release.

FURTHER EXPENSES

You are responsible for associated sundry expenses including stationary and other personal expenses during your program of study.

Refund Policy

This refund policy applies to all fees paid to the College. **All fees should be paid directly to Galaxy College.** Education Agents are not authorised to collect money on behalf of Galaxy College.

The application for enrolment fee of AUD\$500.00 is non-refundable administration fee.

Galaxy College does not require the student to pay more than 50 per cent of tuition fees before a course starts, unless it is for a short course of 25 weeks or less. Galaxy College can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

Galaxy College can request any remaining fees as per the payment plan set out in the written agreement with the student. Payment plan will incur AUD\$110 instalment plan fee payable on the initial prepaid non-tuition fees.

It is the policy of Galaxy College to ensure that all applications for refund of fees are considered.



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A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by Galaxy College for any reason. In this instance a refund will be made in 2 weeks.

An application for refund of tuition fees must be made in writing on the *Application for Refund Form* to Galaxy College stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

REFUND TABLE	
Unsuccessful Visa application	100% refund of <i>all unused prepaid fees</i> less AUD\$500 administration fee
Cancellation of enrolment more than 20 days prior to commencement date.	85% refund of Tuition Fees paid less AUD\$500 administration fee
Cancellation less than 20 days prior commencement date.	50% refund less AUD\$500 administration fee
Cancellation after commencement date.	No refund
Visa cancelled due to actions of student	No refund
Course cancelled by Galaxy College (provider default)	100% refund

*** Note: Special consideration may be given to the refund of fees in extenuating circumstances (compassionate/compelling), following a written application to the PEO/CEO.**

Galaxy College will not issue refunds under other circumstances including but not limited to:

- changes occur in student work hours, student changes/ leaves work
- it becomes inconvenient for a student to travel to class
- a student moves to a different location
- a student enrolment is cancelled for misbehaviour / breach of the College *Code of Behaviour/Rules*.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course providing a supporting Medical Certificate is supplied to Galaxy College. Galaxy College will notify students of the outcome of the application for refund within 20 working days of receipt of a completed and signed application for refund and applicable evidence.

Refunds will be paid within 4 weeks after receipt of *a written application for refund* unless stated otherwise in this policy.

Refunds will be paid directly to the person who entered into the contract with Galaxy College unless we receive written direction to pay someone else from the applicant.

Refunds will be paid in Australia dollars.

All bank fees/charges incurred in issuing the refund will be deducted from the refund amount. Refunds to overseas bank accounts will incur overseas transfer fees of \$30 at the student's expense.

Students are not permitted to transfer course fees to another student.



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This agreement, and the availability of complaints and appeals process, does not remove the right of a student to take action under Australia's consumer protection laws.

Students are obligated to pay outstanding course fees and understand Galaxy College will not issue a Letter of Release if fees are owed for the current study period. For further details refer *Transfer between registered providers Policy*.

VISA REFUSAL EXCEPTION -

Galaxy College policy is a full refund of unused prepaid fees will be provided to students minus the \$500 administration fee who are unable to obtain a visa to enter Australia to undertake their study. Written evidence of the visa refusal from the relevant authority is required. Refunds for OSHC, equipment, books etc. purchased from other agencies will need to be applied for directly with the supplier.

MINIMUM REFUND CALCULATIONS AS PER ESOS LEGISLATION:

Under the legislation ESOS (Calculation of Refund) Specification 2014 <http://www.comlaw.gov.au/Details/F2014L00907> clear guidelines are provided on calculating refunds in the following circumstances. Fee calculations will be rounded up to whole dollar amounts.

1. PROVIDER DEFAULT:

Method for working out amount of refund of tuition fees in event of provider default -

Refund amount = weekly tuition fee × weeks in default period

2. PROVIDER DOES NOT ENTER INTO A COMPLIANT STUDENT AGREEMENT

Refund amount = weekly tuition fee × weeks in default period

3. STUDENT DEFAULT

I. VISA REFUSAL:

The amount of a refund is the amount of the course fees, minus the administration fees of \$500

II. STUDENT DEFAULT 'OTHER'

(1) This section applies if:

- a. a registered provider is required to provide a refund because of a default by a student; and
- b. Section 8 (Method for working out amount of refund if provider does not enter into compliant student default agreement) and
- c. Section 9 (Method for working out amount of refund in event student fails to start a course due to visa refusal) do not apply.

Refund amount = weekly tuition fee × weeks in default period



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Note: This section would apply where a student whose visa has been refused has withdrawn from the course after it commenced, or has failed to pay an amount he or she was liable to pay the provider in order to undertake the course.

* **Course fees** for a course is the sum of:

- (a) the tuition fees received
- (b) the non-tuition fees (if any) received

In all other cases, refunds are at the discretion of the Chief Executive Officer, **Galaxy College** and may be negotiated on an individual case-by-case basis.

Education Agents are not authorised to accept payment on Galaxy College's behalf.

Refunds paid if Galaxy College defaults:

A full refund of all unused pre-paid fees will be made if a CRICOS course is cancelled by Galaxy College for any reason. In this instance a refund will be made in 2 weeks.

If the course does not start on the starting date as per the Written Agreement, students will be offered a full refund of all unused pre-paid fees by Galaxy College or placed in an alternate course **if** acceptable to the student and agreed to by the student in writing and evidence kept on the student file.

Refunds due to provider default in this instance will be paid within 14 days.

Also Refer: ESOS (Calculation of Refund) Specification 2014
<http://www.comlaw.gov.au/Details/F2014L00907>

Tuition Protection Service

If Galaxy College is unable to provide a refund or place a student in a suitable alternate course our Tuition Protection Service (TPS) will offer students a suitable alternate place with another provider or refund the student the unused portion of the prepaid tuition fees.

The TPS Director may recover from the college as a debt, the amount equal to the amount paid for a student under the TPS. Refer: Tuition Protection Service <https://tps.gov.au/>;
<https://tps.gov.au/StaticContent/Get/Faqs>

Unclaimed Funds

Galaxy College will pursue to contact students who have not requested a refund within 4 weeks of leaving the College and keep such evidence on the student file.

Procedure

Students should not pay any course money until they have signed and lodged a formal written agreement/acceptance of offer. However, if students pay by direct payment into our bank account or another means e.g. mail prior to signing a formal written agreement, we cannot use the course money



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received. We will immediately contact the student or agent to inform the student that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received. Galaxy College will keep such evidence on the student file.

Students requesting a refund must be given a *Refund application form*. If possible students should also be given a copy of the *Refund policy* as per their signed *Formalisation of Enrolment (or their current signed Refund Policy)*. Students should also be given a copy of the *Complaints and Appeals Policy*.

Students are to be advised to make an appointment to discuss the situation with the Compliance Manager where possible.

When students present with a completed refund application, receiving staff are to ensure it is complete. All evidence e.g. medical certificates must also be attached to the form.

Refund applications are given to the Compliance Manager for processing/calculating the refund appropriate. The Compliance Manager will consult with the PEO/CEO as necessary.

The Compliance Manager/CEO may request an interview with the student.

Applications for Refunds MUST be processed completely within 4 weeks from date of a completed application, except for visa refusal OR provider default, in which case students will be refunded in 2 weeks.

Galaxy College refund policy as per the students enrolment contract applies unless a newer policy (signed and agreed by student) exists is to be followed.

Students are to be notified in writing of the outcome of their refund request within 4 weeks of receipt.

Unclaimed refunds are to be followed up by the Compliance Manager within 4 weeks of student leaving and all evidence kept on file.

TIMELINES/REQUIREMENTS FOR PROVIDER AND STUDENT DEFAULT

- Refer Sections 46 & 47 of the *ESOS Act 2000*

PROVIDER DEFAULT:

Galaxy College must notify DET and the TPS Director within 3 business days if we default and notify students in writing.

Within 14 days either offer an alternate place at Galaxy College's expense (student must accept in writing) or refund the student's unused fees

Notify DET and TPS Director of provider default outcomes within 7 days of the alternative course or provide a refund to the student/s.

If a registered provider of an alternative course offers the student a place in the course, the student may accept the offer in writing within 30 days after the end of the provider obligation period unless the period is varied by the TPS Director.

The TPS Director may recover from a provider as a debt, the amount equal to the amount paid for a student under the TPS.

STUDENT DEFAULT:



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The **Galaxy College** written agreement /acceptance of offer must include refund requirements in the case of student default.

Galaxy College must notify DET and TPS Director of student default only if the student's visa is refused or if there is no compliant Written Agreement in place. NC then has 7 days after the end of the obligation period (35 days after the default occurs) to give notice via PRISMS of the outcome of the discharge of NC obligations.

NC does not report on student refunds where a compliant written agreement is in place and it is not a refund due to a visa refusal.

Galaxy College must refund in 4 weeks except for student visa refusal (2 weeks).

IF **Galaxy College** does not have a compliant written agreement, or if a student's visa is refused, refunds are calculated as per 47E(4) of the ESOS Act 2000 Refer

http://www.comlaw.gov.au/Details/F2014L00907/Html/Text#_Toc382906411 Section 8

Refund amount = weekly tuition fee × weeks in default period

REPORTING ON PRISMS (STUDENT DEFAULT):

Providers must report changes to a student's enrolment as required by section 19 of the ESOS Act within 31 days.

EXCEPT IF: The student is under 18 years of age and does not commence their course or terminates their studies, they **must be reported via PRISMS within 14 days**.

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- Application for refund form



2020 SUMMARY OF FEES AND REFUND

Fees	Amount (AUD)
Non-refundable Enrolment fee (administration fee)	AUD\$500
CoE change/deferment/suspension	AUD\$50
Instalment plan fee	AUD\$110
Re-print Student ID	AUD\$10
Re-assessment fee before the course ends (Failed units of competency)	AUD\$50 per unit
Re-assessment fee after the course ends (Failed units of competency)	AUD\$250 per unit
Late payment fee	AUD\$15 per week
Black and White Printing/Coping	AUD\$0.10 per page
Colour Printing/Coping	AUD\$0.20 per page
Refund to overseas account bank fee	AUD\$30
Airport pickup to student's accommodation	AUD\$110
Re-issue Certificate or Statement of Attainment	AUD\$30
REFUND TABLE	
Unsuccessful Visa application	100% refund of <i>all unused prepaid fees</i> less AUD\$500 administration fee
Cancellation of enrolment more than 20 days prior to commencement date.	85% refund of Tuition Fees paid less AUD \$500 administration fee
Cancellation less than 20 days prior commencement date.	50% refund less AUD \$500 administration fee
Cancellation after commencement date.	No refund
Visa cancelled due to actions of student	No refund
Course cancelled by Galaxy College (provider default)	100% refund



NC Standard 5 – Younger Overseas Students

Galaxy College does not enrol international students under 18 years of age. Students must be at least 18 years old at the commencement of the course.

NC Standard 6 – Overseas Student Support Services

Galaxy College will assist the student during their study. Galaxy College will provide student support all the time for general services and assist in any event or where possible refer to the right body. These events could be:

- On-arrival reception and orientation programs
- Emergency
- Academic issues
- Attendance issues
- Payment of fees issues
- Other issues including personal matters
- Facilities and resources;
- Complaints and appeals policy and process
- Updating student information
- Assistance with finding accommodation, prayer and worships rooms
- Assistance with finding general facilities as bank, shops and foot outlets
- Support services for the transition to life and study in Australia
- Organise and issue the Student ID card
- Provide timetable
- Student Code of Behaviour/Rules

Student can contact Galaxy College after hours in case of an emergency and details are provided below or on the page number 4 and 5 of the student handbook.

International Student Support 24 Hour Emergency Contact:

Wendy Yang

Phone: +61 2 80050010

Email: info@galaxycollege.edu.au

NC Standard 6 – Critical Incident Policy/Emergency Evacuation Procedure

Critical Incident Policy

Galaxy College is committed to maintaining a safe and supportive environment for staff and students. The Critical Incident policy underpins our approach to responding to critical incidents that may occur and

impact on the people both studying and working at the College. We are particularly mindful of our responsibility to support our students from overseas who do not have access to a normal support network.

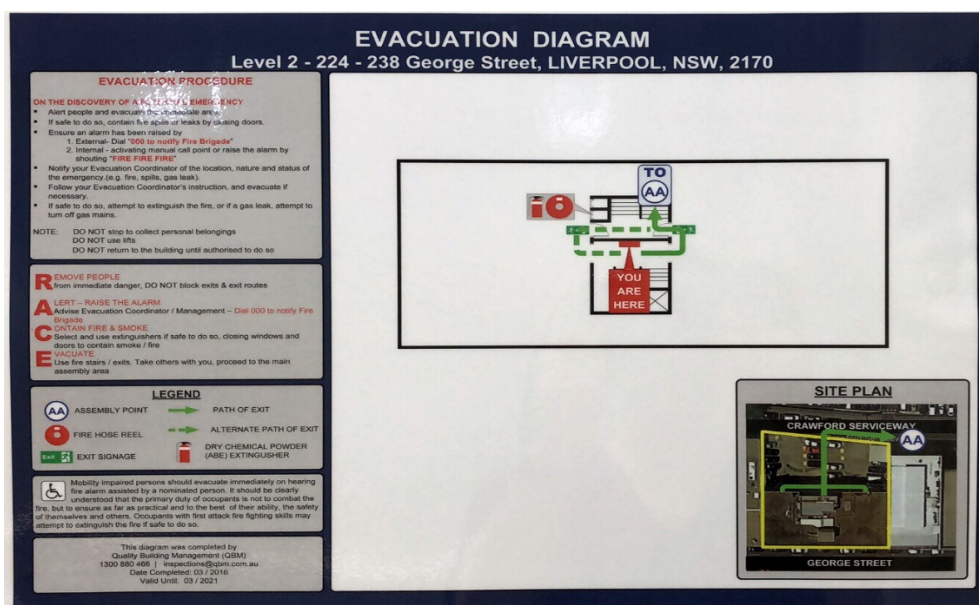
A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals.

The college has a detailed procedure to respond to any critical incident. A copy of the Policy and Procedure can be found on the website

Emergency evacuation procedures

- On hearing an evacuation alarm, or on instruction of emergency control personnel, immediately cease all activity and secure personal valuables.
- Act in accordance with directions given by emergency control personnel and evacuate the building immediately.
- Assist with the evacuation of disabled occupants.
- Do not use lifts to evacuate a building.
- Move calmly to the nominated evacuation assembly area and do not leave the evacuation assembly area until the all clear has been given.
- At all times during an emergency follow the instructions of the personnel.

Galaxy College fire evacuation diagram are located within buildings throughout each campus. These diagrams provide floor plans showing the locations of emergency exits and emergency equipment (such as fire extinguishers) and maps for evacuation routes. You can also find the Fire Evacuation Diagram in the student handbook and you will undertake an evacuation practice on the orientation day.





Safety tips

- *Emergency Exits are signed*
- *On the First Fire Alarm Beep Beep Beep: Wait for directions from Galaxy College staff.*
- *On the Second Fire Alarm Whoop Whoop Whoop: Evacuate the building*

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- Critical Incident Report

NC Standard 7 - Transfer policy and procedure

This policy is based on is based on the ESOS Framework including the ESOS Act 2000 and ESOS Regulation 2001 as amended and the National Code of Practice 2018.

Policy

Galaxy College Pty Ltd t/a Galaxy College **distinguish student transfers into two categories incoming and outgoing students.**

Galaxy College **acknowledges students can transfer with no restrictions once they have completed 6 calendar months of their principal course.** Galaxy College **may request permission from students to contact their previous institution to gain further information on their previous enrolment.** Such permission will be requested in writing and signed by the student.

INCOMING STUDENTS

Galaxy College **will not enrol a student wishing to transfer from another institution unless the student can provide evidence they have completed 6 calendar months of their Principal Course unless:**

- a. the original CRICOS provider of the course in which the student is enrolled has ceased to be registered
- b. the original provider has produced a Letter of Release
- c. the original provider has a sanction imposed on its registration by the Australian Government or State or Territory Government that prevents the student from continuing their course with that registered provider.
- d. A Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Galaxy College **will check the** Provider Registration and International Student Management System (**PRISMS**) **to see if the student is enrolled elsewhere, but will not solely rely on the PRISMS data.**

Other checks may include evidence of the completed qualification/Statements of Attainment from the student and/or evidence of the last date they attended a class, to try to ascertain the student is not enrolled elsewhere or still within 6 months of their principal course.

Galaxy College **is aware** if a student transfers to another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

OUTGOING STUDENTS

Galaxy College **will not grant a Letter of Release to any student who does not have a valid Letter of Offer within the first 6 calendar months from the date of the commencement of their principal course. If the student has had a**



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break in their enrolment due to a deferment or suspension, the break period will not be counted as part of their 6 months of completed study.

Galaxy College **will grant a Letter of Release** where the transfer will not be to the detriment of the student.

Some examples of what may be considered to the student's detriment are:

- if the transfer may jeopardize the student's progression through a package of courses
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and
- if the student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

Students wanting to be released from Galaxy College will be required to firstly request an appointment with either the Principal Executive Officer. Galaxy College will ensure a meeting is offered within 48 hours of the request. After the meeting, the student will be required to complete the International student request for transfer to another provider with reasons of why they want to leave, and then sign and lodge the form with the administration desk. All documentary evidence supporting the request must be submitted with the form.

No request will be considered until the student produces a signed Letter of Offer from another CRICOS registered provider.

Galaxy College will not charge for a Letter of Release.

Our Letter of Release will state; whether or not the student demonstrated a commitment to studies during the course, whether or not they had a good attendance record, and whether or not they paid all course fees owing.

The Letter of Release will also advise the student to contact DHA urgently to seek advice on whether or not a new student visa is required.

No restrictions apply to students who have completed the first 6 months of their principal course.

Galaxy College **WILL NOT issue a Letter of Release if a student has unpaid course fees for the current study period. The current study period is determined as the study period in which the student applies for a Letter of Release. If this falls during holiday break the release will be determined as being the previous study period.**

Galaxy College's students will be provided with written notice of a transfer refusal. **All records and processes which form part of the decision will be kept on the student's file.**

NOTE: A Letter of Release is NOT REQUIRED if -

A student arrives in Australia in anticipation of commencing a course, and the course is conditional on their meeting certain entry requirements. The student fails to meet these requirements, and in the absence of a release letter, the student is left without a provider. In this situation, where the student has not yet commenced their course, the provider cancelling the student's CoE is sufficient to permit a transfer under Standard 7.

or

Where a student's enrolment may have been cancelled under Standard 9 of the National Code ('Deferring, suspending or cancelling the student's enrolment'), there is no need for the provider to also issue a release letter - in this situation the cancellation would be sufficient.



2020 STUDENT HANDBOOK

Principal course is defined by DET/DHA AS....

The principal course is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses, and is the final course of study. The first six months is calculated as six calendar months from the date an overseas student commences their principal course.

Procedure

INCOMING STUDENTS

STEPS TO BE FOLLOWED -

1. Incoming students must provide a Letter of Release from their previous provider or evidence they have completed 6 months of their principal course and that they are not currently enrolled in any course with another provider, unless circumstances at 1 a,b,c, or d in the Transfer Policy are proven.
2. Copies must be kept on student files of all evidence.
3. If the transfer will affect the start dates of any subsequent courses covered by the visa, the student needs to obtain letters of release for those courses or gain the providers' agreement to delay the start of those subsequent courses.
4. Where applicable, Galaxy College staff will advise students that changes to their preliminary courses may have ramifications for their admission to their principal course (e.g. if a preliminary course is a prerequisite).
5. **All documentation will be kept on the student's file.**

OUTGOING STUDENTS

STEPS TO BE FOLLOWED -

1. Student to complete an '*Application for Transfer*'. This application will include the student's rights to appeal a refusal decision as per *Galaxy College's Complaints and Appeals Policy*.
2. Staff are to check if any outstanding fees are owed.
3. Galaxy College to provide written acknowledgement of the completed application.
4. Galaxy College will assess the application, make a decision and inform students within 9 working days of receipt of the signed application. This document will again advise students of their right to appeal the decision.
5. Galaxy College will include advice if there are any outstanding fees for the current study period, that a release will not be granted until they are paid, as per the *Transfer Policy*.
6. Galaxy College will provide the student with written notice of the decision being either a Letter of Release or a Letter of Refusal with reasons for refusal in detail and attach to the original application. The refusal letter will also inform the student of their rights to appeal the decision under Galaxy College's *Complaints and Appeals Policy*.
7. Galaxy College must record the transfer request outcome in PRISMS.
8. **All documentation (including any appeal) will be kept on the student's file for audit.**
9. All Letters of Release are provided at no extra cost
10. The Letter will advise students to contact DHA to seek advice on whether a new student visa is required

Galaxy College MUST maintain records of all requests from students for a letter of release, the assessment process, and decision regarding the request, and keep evidence on the student's file.



Refunds

If a student has been issued with a Letter of Release, the student is subject to the conditions of Galaxy College's Refund Policy.

REFER:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026943

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- *International student request for transfer to another provider*
- *Letter of Release – Approval*

NC Standard 8 - Monitoring Course Progress Policy and Procedure

This policy is based on is based on the ESOS Framework including the ESOS Act 2000 and ESOS Regulation 2001 as amended and the National Code of Practice 2018.

Policy

Galaxy College Pty Ltd t/a Galaxy College will assess, monitor and record student results on completion of *each unit of competency* or at the *end point of each study period*, at the minimum.

The ESOS Framework including the ESOS Act 2000 and ESOS Regulation 2001 as amended and the National Code of Practice 2018 and DHA visa conditions require that students maintain satisfactory academic progress in their course

Galaxy College will also monitor the progress of students to ensure at all times students are in a position to complete the course in the time as specified on their CoE. *Refer Standard 8 Completion within Expected Duration Policy and Procedure*

A generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided a separate course progress policy.

Unsatisfactory progress is defined by Galaxy College as not successfully completing or demonstrating competence in at least 50% of the course requirements in a study period. Galaxy College advises the course and study requirements of each study period clearly to students on commencement. Any variations are advised to students in writing as soon as they are known.

Trainers will discuss any concerns with students and offer assistance as they arise to help prevent students falling behind in their course progress.

Trainers will constantly monitor the progress of students and report any concerns to the Compliance Manager/CEO as soon as identified.

Any student that fails a unit of competency in their course may be considered 'at risk' to not complete the course in the expected duration and intervention strategies commenced at any point, if approved by the CEO. This is at the discretion of the CEO.



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For the purpose of course progress Galaxy College defines a study period as 1 term.

Galaxy College will at the minimum monitor and record student's course progress on completion of each unit of competency or a minimum of once per study period (study period = 1 term). Students are notified in writing as soon as it is identified they are **'at risk'** to not achieve satisfactory course progress (80% course progress or less) (Warning Letter 1) during a study period. Students will be required to meet with a trainer/PEO/CEO to discuss what action/intervention strategies are to be taken.

Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented.

Intervention Strategies could include:

- attending tutorials/study groups
- receiving individual assistance
- attending counselling
- receiving assistance with personal issues which are influencing progress
- receiving mentoring
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

Students should continue to not meet satisfactory course progress they will be notified in writing as soon as it is identified they are **'at high risk'** to not achieve satisfactory course progress (70% course progress or less) (Warning Letter 2). Students will be required to meet with a trainer/PEO/CEO to discuss further intervention strategies to be taken.

Students who are identified as having unsatisfactory course progress over two consecutive study periods will be reported to DHA for unsatisfactory course progress. Students in this instance will be issued with an Intention to Report Letter for not making satisfactory progress outlining to them they have 20 working days to access the Galaxy College's complaints and appeals process. All records will be kept on student files.

Procedure

BASIC PROCESS

1. Students, who fail 20% of their units in any given term (study period) will be deemed as 'at risk', receive a warning letter and offered counselling/intervention strategies.
2. Students who continue to fail 30% of their units in any given term (study period) will be deemed as 'at high risk' and receive a 2nd warning letter and required to attend counselling/undertake intervention strategies.
3. Students who fail more than 50% or more units of competency over two consecutive study periods will receive an 'Intention to Report Letter'.
4. Students are given 20 days from the date of the letter to initiate an internal or external appeal.
5. Student enrolment will be maintained during an appeals process. *Refer Standard 10 Complaints and Appeals Policy and Procedure.*



PROCEDURE AND INTERVENTION STRATEGY

The trainer/PEO MUST monitor record and assess student course progress on completion of each unit of the course or at the minimum, at the end of each study period. Details are to be kept on the student academic file and recorded in the Student Management System (aXcelerate).

At any time, when a trainer becomes aware of issues or has concerns regarding the student's progress they should first speak to the student (ensuring that all communication is recorded in the student's individual file) and then advise the PEO of these concerns.

At any time during the study period if student is identified by their trainer/PEO as 'a possible risk', the student will be given a verbal warning and offered counselling and assistance. This must be documented on the students file and advice provided to the PEO.

If the student fails more than 20% of their units of competency in a study period, they must be sent an 'at risk of being reported' for unsatisfactory course progress warning letter and advice they are required to meet with the PEO to discuss / action intervention strategies. Students may take a support person to this meeting.

If the student fails more than 30% of their units of competency in a study period, they will be sent an 'at high risk of being reported' for unsatisfactory course progress warning letter and required to meet with the Compliance Manager to discuss further action / intervention strategies. Students may take a support person to this meeting.

The warning letters will also advise students unsatisfactory course progress (less than 50% competency over two consecutive study periods), may lead to them being reported to DHA and the possible cancellation of their visa. Students will also be told of their rights to appeal such a decision and provided a copy of the Complaints and Appeals Policy and Procedure.

Intervention Strategies to be discussed may include but not limited to -

- Identify what support strategies would best suit the situation and planning implementation.
- Academic and or personal support/counselling offered to the student internally or externally as appropriate
- Planned regular follow up and feedback from the teaching staff to track progress and keep communication open
- Advice on alternate units/courses if considered more suitable/appropriate for the student
- Resitting units
- Any other support appropriate to the individual circumstances.

All records MUST be kept on the student file.

Course progress in a non-compulsory study period is to be disregarded when considering whether or not a student has made satisfactory course progress over two consecutive study periods.

If a student is identified for a second, but not consecutive study period as not making satisfactory course progress, Galaxy College **does not** report the student for unsatisfactory course progress.



2020 STUDENT HANDBOOK

When a student fails to achieve 50% competency over two consecutive compulsory study periods this will be deemed as not making satisfactory academic progress.

The student will then be provided with a written notice of 'Intention to Report' to DHA, informing them that they are able to access the Complaints and Appeals process, and that they have 20 working days in which to do so.

The Notice of Intention to Report issued must describe intervention so far/warning letters already sent/ what has taken place and the intention to report the student. It also must detail their right to appeal the decision and provide advice on what the student must do regarding their visa.

A student may appeal on the following grounds:

- i. Galaxy College's failure to record or calculate the student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. Galaxy College documented policies and procedures that have been made available to the student.

If a student chooses to access the provider's complaints and appeals process, Galaxy College must maintain the student's enrolment while the complaints and appeals process is ongoing as per our *Complaints and Appeals Policy and Procedure*.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements over two consecutive study periods) Galaxy College does not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Galaxy College's intervention strategy, and Galaxy College does not report the student.

NOTE: Galaxy College will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory course progress (if found in favour of Galaxy College).

If the student chooses not to access the complaints or appeals processes within the 20 working day period or withdraws from the process

OR

On completion of the appeals process unsatisfactory course progress is confirmed, they will be reported to DET and DHA via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

When a student is reported for unsatisfactory course progress DHA will consider all the information available and if they decide to consider cancellation, DHA will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation.



2020 STUDENT HANDBOOK

Erratic course progress as a potential indication of non-bona fide students

If Galaxy College suspects a student is not a genuine/bona fide student, Galaxy College may cancel the student's enrolment, as allowed under Standard 10 and as stated in our Standard 10 policy.
Refer Standard 9 Deferral, Suspension or Cancellation of enrolment policy and procedure.

Erratic course progress as a potential indication of non-bona fide students

If Galaxy College suspects a student is not a genuine/bona fide student, Galaxy College may cancel the student's enrolment, as allowed under Standard 10 and as stated in our Standard 10 policy.
Refer Standard 10 Deferring, Suspending Or Cancelling The Overseas Student's Enrolment Policy And Procedure.

A non-genuine/non bona fide student is defined by Galaxy College as a student with erratic (irregular/inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes. Galaxy College will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur as provided to them via the International Student Handbook.

All breaches to student's visa conditions must be reported via PRISMS even if the student has ceased study.

NOTE: To report a student for not making satisfactory progress, Galaxy College staff must go into the Student Course Variation screen, from the drop down list under 'Reason for Course Variation', and choose *Unsatisfactory Course Progress*.

National Code Standard 8 must be adhered to at all times.

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- *First Warning – At Risk Of Unsatisfactory Course Progress*
- *Second Warning – At High Risk Of Unsatisfactory Course Progress*
- *Notice Of Intention To Report For Unsatisfactory Course Progress*

NC Standard 8 - Monitoring Attendance Policy and Procedure

This policy is based on is based on the ESOS Framework including the ESOS Act 2000 and ESOS Regulation 2001 as amended and the National Code of Practice 2018.

Policy

Galaxy College Pty Ltd t/a Galaxy College policy is students should attend all classes (100%) of their course to gain optimum learning. However, if students have valid reasons for absence a minimum of 80% of their course contact hours must be maintained to avoid being reported to the Department of Education and Training (DET) / Department of Home Affairs (DHA).

Galaxy College believes good attendance is important in order to achieve the desired educational outcomes.



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Maintaining satisfactory attendance is a student visa requirement.

Students must contact Galaxy College every time they will be absent *prior to the regular class time*, via email, phone or SMS to a member of staff.

Students who do not advise Galaxy College of absences will be contacted/counselled by the Student Support Officer or another staff member.

Regular class attendance is essential in order for students to progress satisfactorily in their course and to be deemed as a genuine / bona fide student.

Galaxy College will report students for non-attendance via PRISMS as per the conditions outlined in this policy. An outcome of reporting a student for non-attendance via PRISMS is the student's visa may be cancelled.

Galaxy College will *at the minimum* contact and counsel students who:

- have been absent for more than five consecutive days without approval; or
- are at risk of not attending for at least 80 per cent of the scheduled course contact hours.

All phone conversations, copies of letters, emails and notices relating to attendance will be kept on the student file.

Student attendance is monitored daily by trainers. Student absences are tracked and monitored at the end of each week.

All absences due to illness should be accompanied by a medical certificate.

Any absences **longer than 5 consecutive days** without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- Student Support Officer will counsel student on the importance of notifying Galaxy College when absent.
- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (e.g. police, DHA, next of kin)

Once a student's attendance drops below the defined levels and there is no possibility of the student reaching that level by the end of the study period the formal process will begin.

Students excluded from class for misbehaviour

Galaxy College will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended on PRISMS) and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

Also refer Standard 10 Deferment, Suspension and Cancellation Policy and Procedure.



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WARNING 1

90% Attendance

Students whose attendance falls to **90%** or less will be contacted by letter/email and/or SMS to alert them that their attendance is at risk. Students will be advised to discuss the matter with the Student Support Officer.

WARNING 2

85% Attendance

Students whose attendance fall to **85%** will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DHA and they must make an appointment with the Student Support Officer ASAP for assistance/advice. Students may take along a support person.

Intention to Report (Less than 80% Attendance)

As soon as Galaxy College is aware a student will not achieve 80% attendance, Galaxy College will send students an 'Intention to Report letter' which shall inform the student that they have 20 working days in which to access the Galaxy College's complaints and appeals process. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.

NOTE: Galaxy College will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory attendance (if found in favour of Galaxy College).

If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of Galaxy College, Galaxy College will notify the Secretary of DET via PRISMS that the student is not achieving satisfactory attendance **as soon as practicable (within 5 working days)**.

Galaxy College *may* decide not to report a student for 80% attendance where Galaxy College feels the student is a genuine student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours *and* maintaining satisfactory academic performance, where the college is satisfied they are a genuine/bona fide student and where they provide:

- documentary evidence demonstrating compassionate or compelling circumstances for their absences e.g., medical illness supported by a medical certificate, **AND**
- attendance has not fallen below 70%, **AND**
- Academic progress is satisfactory.

Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the CEO will assess whether a temporary suspension of studies is in the best interest of the student. Refer *Standard 10 Deferring, Suspending Or Cancelling The Overseas Student's Enrolment Policy And Procedure*.

In all circumstances if the student's attendance drops to below 70%, students will be reported to DET/DHA via PRISMS.

'Medical certificate' means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. Galaxy College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.



'Satisfactory course attendance' means attendance of at least 80% of scheduled course contact hours for the study period.

'Study period' means - 1 to 12 weeks (1 term).

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

- *serious illness or injury, where a medical certificate states that the overseas 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 overseas student's studies; or*
- *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 overseas student (these cases should be supported by police or psychologists' reports)*
- *where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or*
- *inability to begin studying on the course commencement date due to delay in receiving a student visa.*

Any other circumstance would require evidence to be considered as compassionate or compelling.

If a student ceases attending a course or does not return from leave, and/or is unable to be contacted, under Section 19(1) of the ESOS Act 2000, Galaxy College will notify DET and DHA via PRISMS of termination of the students studies within 14 days of the event via a Student Course Variation. Galaxy College in this instance does not have to give students access to the appeals process. Students would not be entitled to a refund unless at the discretion of the CEO.

Procedure

- Trainers are to mark the roll a minimum of once per day.
- Student Support Officer or delegated staff member is to SMS/ring or email all students who do not notify the College of their absence before close of business on the day of absence.
- Student Support Officer/Compliance Manager will analyse student absences a minimum of weekly and take action as per below for students 'at risk'.

** All absences due to illness should be accompanied by a medical certificate. Student Support Officer is to follow up on medical certificates.*

Any absences **longer than 5 consecutive days** without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- If still unable to contact student or agent the next of kin will be contacted.



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- Student Support Officer will counsel student on the importance of notifying the college when absent.
- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (e.g. police, DHA)

WARNING/ PREVENTATIVE ACTION PROVIDED TO STUDENTS:

Once a student's attendance drops below the defined levels below and there is no possibility of the student reaching that level by the end of the study period the formal process must begin.

90% Attendance warning

- Letter/email and SMS (if available) sent to alert student their attendance is at risk.
- Students will be advised to discuss the matter with the Student Support Officer.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file

85% Attendance

- Students whose attendance falls to **85% or below** will be contacted by letter/email and SMS warning them that they are now at risk of being reported to DHA and they **must** make an appointment with the Student Support Officer ASAP for assistance/advice.
- Student Support Officer will counsel/assist student to rectify the issue.
- All documentation/notes to be kept on student file

Intention to Report (80% Attendance)

- As soon as Galaxy College is aware a student will not achieve 80% attendance, Galaxy College will send the student an 'Intention to Report letter' which shall inform the student that they have **20 working days** in which to access Galaxy College's **complaints and appeals process**. The student will be given another copy of the Complaints and Appeals Policy with the Intention to Report Letter.
- Students may wish to request an interview with the Compliance Officer.

REFER - COMPLAINTS AND APPEALS POLICY

- If a student chooses NOT to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and the decision is in support of Galaxy College, Galaxy College will notify the Secretary of DET via PRISMS that the student is not achieving satisfactory attendance **as soon as practicable (within 5 working days)**.
- Student is reported via PRISMS should the complaint/appeal not be substantiated (found in favour of Galaxy College).
- Galaxy College *may* decide not to report a student for 80% attendance where Galaxy College feels the student is a genuine / bona fide student and can confirm the student is attending AT LEAST 70% of the scheduled course contact hours *and* maintaining satisfactory academic performance. However, Galaxy College will issue a warning letter with counselling and support as outlined at 85%. In this instance once the student's attendance has fallen below 70 per cent, Galaxy College **must issue a notice of intention to report** the student for unsatisfactory attendance, informing the student of his/her right to appeal.



- Where a student with low attendance is able to demonstrate (and provide evidence of) compassionate or compelling circumstances, the Compliance Officer will assess whether a 'suspension of studies' is in the best interest of the student. Refer *Standard 10 Deferring, Suspending Or Cancelling the Overseas Student's Enrolment Policy And Procedure*.
- All evidence including action take e.g. counselling student, MUST be retained on the student file.

National Code Standard 8 must be adhered to at all times.

Refer legislation: https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026943

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- First warning – At risk of unsatisfactory course attendance
- Second warning – At risk of unsatisfactory course attendance
- Notice of intention to report for unsatisfactory course attendance

NC Standard 9 - Deferring Suspending or Cancelling the overseas Student's Enrolment Policy and Procedure

This policy is based on is based on the ESOS Framework including the ESOS Act 2000 and ESOS Regulation 2001 as amended and the National Code of Practice 2018.

Policy

Student-initiated Deferrals, Suspensions or Cancellations

Students can only apply to Galaxy College Pty Ltd t/a Galaxy College for deferment, suspension or cancellation of their studies for compassionate or compelling circumstances.

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas 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 overseas 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 overseas student's studies;
- a traumatic experience, which could include:
 - o involvement in, or witnessing of a serious accident; or
 - o witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or



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

Suspension of study requested by student

Once the student has commenced the course, Galaxy College will only grant a suspension of study for compassionate and compelling circumstances as above.

The period of suspension will **not** be included in attendance calculations.

Deferral prior to commencement

Students may request a deferral prior to course commencement. Requests must be in writing and addressed to the Admin Officer. If the deferral is approved the student will receive a revised International Student Contract and CoE.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

Galaxy College may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons is to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months.

Students may be required to apply for a new student visa to continue their course.

Galaxy College will use our professional judgement to assess each case on its individual merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

Galaxy College may temporarily suspend or cancel a student's enrolment if it deems the student's behaviour to be unacceptable for the educational setting. Student Code of Conduct/Behaviour/Rules are provided to students in the International Student Handbook and/or via hyperlinks.

Regardless of whether the 'suspension of enrolment' at the student's request or a provider imposed suspension (due to misbehaviour), the period of suspension entered in PRISMS should **not be** included in attendance monitoring calculations.

Galaxy College Initiated Deferrals, Suspensions or Cancellations

Suspension

- Galaxy College may initiate a suspension of studies on the grounds of misbehaviour of a student, in accordance with Galaxy College's Student Code of Conduct/Behaviour/Rules.
- Attendance will not be recorded during a period of suspension.
- Course suspension will be recorded on PRISMS.
- Galaxy College may recommend a student who will be absent for an extended period of time for genuine reasons to 'suspend' their enrolment until they are able to return to class. Medical evidence etc. would be required prior to any consideration by Galaxy College.



Cancellation

Galaxy College may initiate the cancellation of a student's course:

- on the grounds of misbehaviour, in accordance with Galaxy College's Student Code of Conduct/Behaviour/Rules
- due to the student no longer holding a Student Visa
- due to the student's failure to pay course fees
- Student not being a *genuine/bona fide* student, being, they do not attend class or progress in their course as further defined below.
- Course suspensions/cancellations will be recorded on PRISMS.

A non-genuine/non bona fide student is defined by Galaxy College as a student with erratic (irregular/inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes. Galaxy College will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur, as provided to them via the International Student Handbook.

Galaxy College can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation is consistent with Galaxy College policies and/or Australian Law. Before suspending or cancelling a student's enrolment, Galaxy College must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: *Complaints and Appeals Policy*).

Students are advised that a deferment or suspension of their studies may affect their visa.

Galaxy College is not required to wait for the outcome of any **external appeals** process before notifying the Department of Education and Training (DET) of the cancellation of the student's enrolment.

Students who have their enrolment suspended/cancelled are subject to the rules of the refund policy regarding any refund of fees.

Where Galaxy College has reason for concern for the welfare of the student or those with whom the student may come into contact, Galaxy College will cancel the student's enrolment prior to completion of any appeals process.

Students have 20 working days in which to initiate the Galaxy College Complaints and Appeals process. Notification on PRISMS will not occur until the result of the internal appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, such as:

- the student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters
- the student's actual or threatened behaviour poses a threat to other staff/students/person
- student has medical or psychological problems that may affect their well-being
- the student cannot be located

If a student's visa is cancelled, students must contact DHA within 28 days to inform DHA of their plans (to find another course, return home or access an external appeals process) and take all relevant paperwork (for example, new CoE) to DHA.



Procedure

Students must apply in writing for a deferment/suspension of their studies.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

The application will be assessed on its own merits by Galaxy College staff (documentary evidence should be included with the application) and then referred to the CEO for approval of the decision including reasons for the favourable or not favourable decision.

Galaxy College will only grant deferment or suspension of their studies for compassionate or compelling circumstances. If a deferment or suspension is granted, students must be notified in writing that they need to contact DHA for information of how the change may or may not affect their visa.

All outcomes of an application for deferment or suspension must be advised to students in writing and documentation and notes kept on the student file.

Galaxy College can suspend or cancel a student's enrolment provided that the suspension or cancellation is consistent with Galaxy College policies and/or Australian Law. Before suspending or cancelling a student's enrolment Galaxy College must notify the student of its intention to take such action and allow the student 20 working days to access the complaints and appeals process. (See: *Complaints and Appeals Policy*).

If the complaints and appeals policy is accessed, Galaxy College should not notify The Department of Education and Training (DET) of a change to the enrolment status **until the internal complaints and appeals process is completed** unless there are extenuating circumstances relating to the student.

Galaxy College must notify DET/DHA through PRISMS when permanently cancelling a student's enrolment.

'Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following. The student:

- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- is at risk of committing a criminal offence.

Galaxy College is not obligated to continue providing learning opportunities throughout the 20 working days or any subsequent period of appeal, however Galaxy College will provide students with work to complete outside of the classroom until the appeal process is complete via electronic means. In this instance, students must continue to meet the academic requirements of the course.

Should a student not return after a period of suspension, Galaxy College staff will notify The Department of Education and Training (DET) through PRISMS of 'student notified cessation of studies'. The 'termination



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reason' will be 'Student notified cessation of studies'. A comment should be entered that the 'Student did not return' or 'Student did not re-enrol'.

In this instance Galaxy College is not required to send a Notice of Intention to report letter and observe any appeals requirements, OR to notify the student of the intention to cancel their studies.

Students must be advised of their right to access the complaints and appeals process (regardless of the reason for cancellation).

Students who have their enrolment suspended are subject to the rules of the refund policy regarding any refund of fees.

Once Galaxy College notifies DHA via PRISMS of a student's cessation of studies, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If a student chooses to leave Australia, the student's visa will be subject to cancellation.

Galaxy College will not authorise and report a deferment or suspension retrospectively unless there are unusual circumstances where it may be required. In this instance Galaxy College would seek advice firstly from the Regulator.

Galaxy College will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended on PRISMS) and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

Galaxy College is not required to wait for the outcome of any external appeals process before notifying DET/DHA of the cancellation of the student's enrolment.

Where Galaxy College has reason for concern for the welfare of the student or those with whom the student may come into contact, Galaxy College will cancel the student's enrolment prior to completion of any appeals process.

In this instance Galaxy College WILL notify DET/DHA through PRISMS that it is cancelling of a student's enrolment for disciplinary reasons and the extenuating circumstances will be entered into PRISMS and documented and kept on the student file. However, students are still able to appeal the decision from their Australian residence or home country.

Galaxy College will advise students it is a condition of their visa to contact DHA within 28 days to inform DHA of their plans (to find another course, return home or access an external appeals process) and to take all relevant paperwork (for example, new CoE) to DHA.

Where a student's misbehaviour leads to a criminal conviction the current visa and future visa applications may be cancelled or refused on character grounds.

Galaxy College must also notify DET/DHA through PRISMS that it is deferring or suspending a student's enrolment if the suspension will affect the end date of the CoE. PRISMS will then cancel the original CoE, and the processing officer given the opportunity to create a new CoE with a revised end date. If it is not known when the student will return, the option to not create a new CoE at that point should be taken.



Once the student has notified Galaxy College of their intended date of return a new COE can then be created.

Deferring or suspending that does affect the end date of the CoE:

Galaxy College notifies DET/DHA through PRISMS that it is **deferring or suspending** a student's enrolment for a period which **will affect the end date of the CoE**.

In such situations, PRISMS will cancel the original CoE, and immediately offer the opportunity to create a new CoE with a more appropriate end date. If it is not known when the student will return, the option to not create a new CoE at that point should be used. Once the student has notified Galaxy College of their intended date of return a new COE can then be created.

Deferring or suspending that does not affect the end date of the CoE:

Galaxy College notifies The Department of Education and Training (DET) through PRISMS that it is **deferring or suspending** a student's enrolment for a period **without affecting the end date of the CoE**.

In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be

NOTE:

Prior to the expected commencement date of a course, if a student has a student visa, the status on PRISMS will be 'Visa Granted'.

On the expected course commencement date, the student's status on PRISMS automatically changes to 'Studying', and will remain as 'Studying' unless the provider notifies through PRISMS that this is incorrect.

Where a student cannot start on the expected commencement date for compassionate or compelling reasons and Galaxy College has agreed to the student's request for a later starting day; and the end date of the course **will not be** affected; Galaxy College will not defer the commencement of enrolment.

Cancelling COE

Galaxy College notifies The Department of Education and Training (DET) through PRISMS that it wishes to **permanently cancel (terminate)** the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

Student does not return after suspension or holiday/break

Should a student not return after a period of suspension, Galaxy College staff will notify The Department of Education and Training (DET) through PRISMS that 'student notified cessation of studies'. The 'termination reason' will be 'Student notified cessation of studies'. A comment should be entered that the 'Student did not return' or 'Student did not re-enrol'.



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Should a student not return to Galaxy College after a break/holiday, Galaxy College will notify The Department of Education and Training (DET) via PRISMS of 'student notified cessation of studies' through the course variation screen with 'termination prior to completing course' as the reason.

An additional comment should be added into PRISMS advising student did not return or re-enrol into the course. In this instance, Galaxy College IS NOT required to send a Notice of Intention to report or wait any appeals process before cancelling the student's visa. By not re-enrolling the student has 'inactively' advised Galaxy College that they do not intend to continue their study.

Galaxy College will not authorise and report a deferment or suspension retrospectively unless there are unusual circumstances where it may be required.

Students excluded from class for misbehaviour.

Galaxy College will record the period of exclusion from class as absence, and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance). Also refer NC Std 8 Monitoring Attendance Policy and Procedure.

National Code Standard 9 must be adhered to at all times.

Refer: <https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>

https://www.legislation.gov.au/Details/F2017L01182/Html/Text#_Toc487026943

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- *Application for deferment, Suspension/ Leave, Cancellation of studies*
- *Notice of intention to suspend enrolment*
- *Notice of intention to cancel enrolment*
- *Student Code of Behaviour / Rules*

All forms may be published on the Galaxy College website for free or students may also request a copy from the reception.

NC Standard 10 - Complaints and Appeals Policy

This policy is based on is based on the ESOS Framework including the ESOS Act 2000 and ESOS Regulation 2001 as amended and the National Code of Practice 2018.

This policy and procedure will be given to students before a contract is entered into **or** before an amount of money has been paid **whichever happens first**.

Policy

Galaxy College will in the first instance always endeavour to resolve complaints/disputes informally.



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Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

Written records of all complaints and appeals will be kept in detail on student files and provided to the student.

All Complaints and Appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution as soon as practicable.

Galaxy College is committed to dealing with complaints/disputes in a fair and timely manner.

- a) Where possible the complaint will be dealt with immediately by the Compliance Officer.
- b) Students and / or Galaxy College staff may be accompanied and assisted by a support person at any relevant meeting.
- c) The formal complaints process will commence within 10 working days of Galaxy College's receipt of a written complaint or appeal and supporting information.
- d) Galaxy College will take all reasonable steps to finalise the process within 21 days from commencement or as soon as practicable. A written response, advising of the outcome will be provided.
- e) The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons of the outcome.
- f) If a student chooses to access Galaxy College's complaints and appeals processes, Galaxy College must maintain the student's enrolment while the complaints and appeals process is ongoing.
- g) If the internal or external complaint handling or appeal process results in a decision that supports the student, Galaxy College must immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.
- h) If the student is not satisfied with the result or conduct of Galaxy College's internal complaints handling and appeals process, Galaxy College will assist the student to access independent mediation at minimal or no cost to resolve the dispute.
- i) Nothing in the College's Complaints and Appeals policy negates the rights of any overseas student to pursue other legal remedies.
- j) If a student is not satisfied with the result or conduct of our internal complaints and appeals process, the college must advise the student of his or her right to access the external appeals process at minimal or no cost.
- k) Students can contact the Overseas Student Ombudsman directly.
- l) The college is not required to continue to offer learning opportunities throughout the complaints or appeals process. The college can decide whether it will continue to offer learning opportunities throughout any appeals process. The college may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment. The college acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.
- m) Any substantiated complaint will be acted upon. All complaints and appeals will be recorded in detail including the outcome of each stage.
- n) A complaint can be forwarded directly to the Compliant Officer.
- o) Galaxy College will not report a student for unsatisfactory progress or attendance until the student has been allowed to access our internal and **ONE** external complaints and appeals process.
- p) Galaxy College will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.



ACADEMIC COMPLAINTS / APPEALS

- Complaints/appeals against **academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.**
- Assessment will be reviewed having due regard to submissions made by the participant.
- An independent facilitator/trainer will be assigned to assess the complaint.

DEFERMENT/SUSPENSION/CANCELLATION OF ENROLMENT

- For appeals on Galaxy College 's decision to defer, suspend or cancel a student's enrolment, the college only needs to wait until the internal complaints/appeals process is completed (if in favour of the college) to notify DET/DHA via PRISMS.
- Where the appeal relates to the college's decision to defer/suspend or cancel a student's enrolment for misbehaviour /breach of college rules and policies, the college will only await the outcome of the **internal appeals** process if it supports the college before notifying DET and DHA through PRISMS of the change to the student's enrolment.
- If the outcome of the internal or external appeals process results in a decision favouring the student the college will immediately implement any corrective action, decision or measures required and advise the student of the outcome.

EXTERNAL COMPLAINTS AND APPEALS

- Galaxy College will advise the student has the right to access an external complaint handling and appeals process. Please note that charges may apply. This advice must be given to the student within 10 working days of the completion of the internal review.
- The college will only await the outcome of **one** external appeals process before reporting/taking action against the student for course progress or attendance.
- Where the appeal relates to the college's decision to defer/suspend or cancel a student's enrolment for misbehaviour /breach of college rules, the college will only await the outcome of the internal appeals process if it supports the college before notifying DET and DHA through PRISMS of the change to the student's enrolment.
- If mediation is sought, the mediator is required to report the outcome of the mediation, including any recommendations arising, within 20 working days of the completion of the review. Once the college receives the report of the outcomes from independent mediation, they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the grievance.

OVERSEAS STUDENTS OMBUDSMAN

The Ombudsman provides an external complaint and appeals process for overseas students of private education providers.

If you wish to lodge an external appeal or complain about a decision made by Galaxy College, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

See the Overseas Students Ombudsman website www.oso.gov.au phone **1300 362 072** within in Australia for more information. Email: ombudsman@ombudsman.gov.au



COMMONWEALTH RTO AND CRICOS REGULATOR

If the student is concerned about the actions of the provider they may approach the Australian Skills Quality Authority (ASQA), the Registration Authority for CRICOS RTOs. ASQA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved.

To lodge a complaint with ASQA visit <http://www.asqa.gov.au/complaints/make-a-complaint---overseas-students/make-a-complaint---overseas-students-1.html>

COMMONWEALTH ESOS REGULATOR

Department of Education and Training (DET) through the ESOS helpline PHONE: 1300 615 262
<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ESOSEnquiry.aspx>

The student may send through a complaint at any point, including after he or she has exhausted the provider's internal appeals process and the external appeals process. DET will only intervene where Galaxy College's appeals process was not conducted correctly or if Galaxy College did not make the appeals process available to the student. DET will only look at whether the appeals process met the requirements of the National Code. The DET role is not to judge whether the outcome was right or wrong.

Procedures

All students will be given the opportunity to present their case. The student should undertake the following steps:

1. In the first instance, an informal approach is encouraged to be made to the person with whom the student has the complaint, in order to see if the matter can be resolved in a mutually satisfactory way.
2. If not satisfied OR unable to undertake Step 1, the student is then to lodge the complaint in writing for investigation.
3. Students lodging a complaint will be provided with a copy of the *Complaints and Appeals policy* outlining all of their rights and responsibilities with a 'Complaints / Appeals form'.
4. All complaints must be recorded.
5. A member of staff/trainer who has not been involved in the complaint, will review the complaint and endeavour to have the matter resolved.
6. An investigation **must be** commenced within 10 working days of written/formal lodgement.
7. The student (and support person if required) will be invited to attend a meeting to discuss / formally present the complaint/appeal at no cost to them.
8. The investigating officer must provide a written outcome of the complaint/investigation to the complainant and to the Chief Executive Officer within 21 days of written receipt wherever possible or as soon as practicable.
9. The written outcome is to include that if the student is not satisfied with the outcome, of their rights to access independent mediation at minimal or no cost to resolve the dispute.
10. Students who are not satisfied with the process/decision may contact the Overseas Students Ombudsman or other Regulator as outlined in our policy for assistance.
11. Galaxy College will only maintain the student's enrolment while a complaints/appeals process is ongoing as outlined in the policy.



12. Galaxy College will not report a student for unsatisfactory progress or attendance until the student has been allowed to access ONE external complaints and appeals process.
13. Full details of all complaints/appeals, outcomes and any corrective/preventative action are to be kept on the student file.
14. A signed copy (signed by student and investigating officer) of the conclusions/outcome of the complaint/appeal provided to the student is also to be kept on the student file.
15. If the internal or external complaint or appeal process results in a decision that supports the student, Galaxy College will immediately implement any decision and/or corrective and preventative action required and advises the student of the outcome.

Written records of all complaints and appeals will be kept in detail at each stage (including corrective and preventative action, reasons and outcomes) on student files and provided to the student.

Standard 10 of the National Code 2018 must be adhered to at all times.

FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE

- *Complaints / Appeals form*

Compliant and Appeals forms are published on the Galaxy College website for free or students may also request a copy from the reception.



STUDENT DECLARATION

STUDENTS NOTE: You are required to return a signed copy of this page to Galaxy College with your enrolment application.

(From Student Handbook Version 1.2 March 2018)

I have read and understand all of the information contained in this International Student Handbook, the links provided and recommended websites.

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- Completing the course within the duration specific on the CoE.
- **Maintaining** satisfactory attendance and academic progress.
- **Maintaining** approved Overseas Student Health Cover (OSHC) while in Australia in a valid visa.
- Remain with my principal education provider for 6 calendar months, unless issued a letter of release from a provider to attend another institution
- Notify my training provider of my Australian address and any subsequent changes of address, phone, or email within 7 days.
- I am only allowed to work up to 40 hours per fortnight during college study periods.
- I have been provided with information regarding -
 - a. requirements for acceptance into a course, including the minimum level of English language required, academic qualifications or work experience required and whether course credit may be applicable
 - b. the course content and duration, qualification offered, modes of study, timetable and assessment methods
 - c. campus locations and a general description of facilities, equipment, and learning and library resources available
 - d. details of any arrangements with another registered provider, person or business to provide the course or part of the course
 - e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
 - f. information about the grounds on which my enrolment may be deferred, suspended or cancelled
 - g. a description of the ESOS Framework including the ESOS Act 2000 and ESOS Regulation 2001 as amended and the National Code of Practice 2018 made available electronically in this Handbook.
 - h. Relevant information on living in Australia, including:
 - i. indicative costs of living
 - ii. Accommodation options; and
 - iii. Where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, visa conditions and policies outlined in this handbook and the links provided.

I am aware of my obligation to pay all outstanding course fees and understand Galaxy College will pursue outstanding fees under Australian Law.

Signed: _____ Dated: _____

Name (please print): _____

**Unsigned declarations cannot be processed.
Education Agents CANNOT sign on behalf of students.**

PLEASE RETURN THIS SIGNED DECLARATION WITH YOUR ENROLMENT FORM AND RETURN TO:

Email: info@galaxycollege.edu.au