



Treatment | Education | Research

International Student Policy

Policy name	International Student Policy
Policy number	SSP009
Date approved	18 February 2015
Approving body	The Cairnmillar Institute Council
Responsible officer	The Executive Director
Implementation officer	The Head of Administration The Head of School The Academic Registrar
Next review date	September 2015
Linked policies	The Institute Policies and Procedures Documents
Linked forms	International Student Information Booklet International Student Manual

Purpose of this policy

The Cairnmillar Institute (the Institute) is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 under its registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). In order to be registered on CRICOS the Institute is required to a) have the principal purpose of providing education; and b) clearly demonstrate capacity to provide education of a satisfactory standard.

1. Evidence of the Institute's ability to meet these requirements is provided in the Institute's Annual Report to Commonwealth and State governments, available at: <http://cricos.deewr.gov.au>

CRICOS Provider No: 02781E

CRICOS Course No: 075444G (Graduate Diploma of Psychology)

CRICOS Course No: 075445F (Graduate Diploma of Professional Psychology)

CRICOS Course No: 075285F (Master of Psychology (Clinical Psychology))

CRICOS Course No: 072432B (Graduate Diploma of Counselling and Psychotherapy)

CRICOS Course No: 072431C (Master of Counselling and Psychotherapy)

Period of CRICOS Registration: Expires 9 September 2015

The Institute is registered to enrol a maximum of 25 Full Fee Paying Overseas Students (FFPOS).

The Principal Executive Officer (PEO) appearing on the CRICOS website <http://cricos.deewr.gov.au> in The Cairnmillar Institute Contact Details is:

Dr Francis Macnab AM OM

Executive Director

The following staff members have access to PRISMS:

Ms. Amber Hickin

Academic Registrar

Mr. David Bruce

Head of Administration

It is the responsibility of the following officer to notify the International Quality Unit (CRICOS) and all overseas students enrolled of any intention to relocate premises at least 20 days before the relocation.

Dr. Francis Macnab AM OM

Executive Director

It is the responsibility of the following officer to advise the International Quality Unit (CRICOS) in writing of

a) any prospective changes to the ownership of the Institute as soon as practicable prior

to the change taking effect, and

b) any prospective or actual change to a “high managerial agent” of the Institute as soon as practicable prior to the change taking effect, or within 10 working days where the change cannot be determined until it takes effect, and

c) any information on the new owner or high managerial agent as per Section 9(6) of the ESOS Act

Dr. Francis Macnab AM OM

Executive Director

The following staff members are the designated official points of contact for overseas students:

Ms Amber Hickin

Academic Registrar

Mr David Bruce

Head of Administration

Staff Members in this Role	Area of Responsibility for Overseas Students	Method to Contact or make Appointment
Ms. Maria Cassera	Orientation on arrival: <ul style="list-style-type: none">• Tour of facilities• Curriculum Handbook• International Student Handbook• Meet variety of staff	Greeted at Reception upon arrival, as negotiated by Registrar.
Dr. Ray Jeanes	ESL Support: <ul style="list-style-type: none">• Delivery of ESL lessons• ESL Learning Support	Students required to make appointment
Professor Gerard Kennedy	Academic and Careers Counselling: <ul style="list-style-type: none">• Course advice and subject selection• Career and tertiary study counselling, work experience, etc.	Students required to make appointment
Ms Marilyn Cobain	Personal Counselling: <ul style="list-style-type: none">• Pastoral Care and support is provided by a variety of staff	Pastoral Care is provided by all staff as part of their daily routine. Students are required to make an appointment.

	<ul style="list-style-type: none"> Personal and individual counselling provided by The Institute Counsellors 	
Professor Gerard Kennedy	<p>Complaints and appeals</p> <ul style="list-style-type: none"> See relevant pages of the International Students Handbook. Grievance Policies – Academic and Non-Academic Matters www.cairnmillar.edu.au 	A complaint (verbal or written) can be made to any member of staff
Mr David Bruce	Visa / Passport issues	By appointment or email David. Bruce@cairnmillar.org.au
Ms Maria Cassera	Overseas Student Health Cover	By appointment or email Maria.Cassera@cairnmillar.org.au

Information about the roles of support services and staff at the Institute, including how to access services, is given to students:

- On Orientation
- International Student Manual

The following staff member is responsible for keeping details in Section 1 and on the CRICOS website up to date:

Mr David Bruce

Head of Administration

This section was last updated by Academic Registrar in January 2015

Marketing Information

The information provided to international students by the Institute, is clear and unambiguous. The information used in the marketing of its publications accurately represents recognised courses and services. The information is presented in such a manner to ensure that intending students can make informed choices about the Institute and the programs offered.

The Cairnmillar Institute clearly identifies the Institute name and CRICOS number in written marketing and other materials, including in electronic form. Students are provided with the full details of conditions and arrangements with the organisation, in a professional, accurate and ethical manner that maintains the integrity and reputation of Australian international education.

No false or misleading comparisons are drawn with any other training organisation or qualification. The materials and information contain the date of applicability and ensure that information is specific to delivery in Victoria, is not misleading, does not give false information in relation to claims of association between providers, the employment outcomes associated with a course, automatic acceptance, possible migration outcomes or any other claims relating to the provider. Written permission is gained from a student before using information about an individual or organisation in any of the Institute's marketing material. The Institute does not actively recruit a student where this clearly conflicts with its obligations under Standard 7 of the Code.

The Institute markets its education and training services ethically and in a professional manner to maintain the integrity and reputation of the international education industry.

The Institute's marketing materials do not make false claims or provide misleading information about itself, its courses or course outcomes, including:

- Claims of associations between providers
- Employment outcomes associated with a course
- Automatic acceptance into another course
- Possible migration outcomes

The Institute's name and CRICOS Number appear on all written marketing and other required materials, as below , including in electronic form, as required by the 2007 National Code in the following format:

The Cairnmillar Institute CRICOS Code 02781E

This information is provided to students prior to enrolment and is provided in the following ways:

- Website
- The Institute Course and Program Guide

Pre-enrolment and marketing materials:

- Application for Enrolment
- Course and Program Guide are available on our website: www.cairnmillar.edu.au or on application to the Academic Registrar enquiries@cairnmillar.edu.au

The following staff member is responsible for reviewing and updating marketing materials:

Ms Lana Winzar **School Administration Officer**

This section was last updated by the Academic Registrar in January 2015

MARKETING MATERIALS WERE LAST REVIEWED AND UPDATED

By: Mr David Bruce Date: January 2015

Policies and Procedures

1. The Cairnmillar Institute CRICOS code 02781E is provided on:

- The Institute website www.cairnmillar.edu.au
- written marketing materials (printed and electronic)
- any other materials listed below

The following information is provided to a student prior to enrolment:

REQUIREMENT	HOW INFORMATION IS GIVEN
1. Requirements For Acceptance Into A Course	
<input type="checkbox"/> Minimum level of English language proficiency	Applicants with overseas qualifications are required to have a minimum of seven (7) in each of the four components (listening, reading, writing and speaking) and a minimum overall and score of seven (7).

	<p>Results must have been obtained within two (2) years of submitting an application. Results must be obtained in one sitting. Results exceeding two (2) years from date of application are not accepted.</p> <p>Stated in Course and Program Guide</p>
2. Course Information	
<input type="checkbox"/> Course content and duration	Course and Program Guide Unit Outlines
3. Fees information	
<input type="checkbox"/> Indicative course related fees	International Student Contract www.cairnmillar.edu.au
<input type="checkbox"/> Advice for the potential for fees to change during the student's course	Stated in Course and Program Guide
<input type="checkbox"/> Applicable refund policies	International Students Handbook - Policies & Procedures Manual
4. Grounds of which a student's enrolment may be deferred, suspended or cancelled	
<input type="checkbox"/> Deferment, suspension and cancellation policy	International Student Handbook - Policies & Procedures Manual
<input type="checkbox"/> Behavioural policy/Code of Conduct	International Student Handbook - Policies & Procedures Manual
5. Description of the ESOS framework	
<input type="checkbox"/> Department of Education description of the ESOS framework	www.aei.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esosquickinformation/esoseasyguide/pages/esoseasyguide.aspx
6. Complaints and Appeals Policy (NC D St 8 and E(OS)Reg 98 s8)	
<input type="checkbox"/> Provided to students prior to enrolment	Published at www.cairnmillar.edu.au
<input type="checkbox"/> Provided to students again after arrival	International Students Information Booklet

7. Student Transfer Request Assessment Policy (NC D St7 and E(OS)Reg 98 s10)	
<input type="checkbox"/> Policy must be available to staff and students	Published at www.cairnmillar.edu.au International Students Information Booklet
8. Course Progress and Attendance Policy (NC D St 10 and St 11)	
<input type="checkbox"/> Documented course progress policy and intervention strategy	International Students Information Booklet International Student Information Booklet Unit Outlines
<input type="checkbox"/> Documented attendance policy and procedures	
THIS SECTION WAS LAST UPDATED January 2015 BY The Academic Registrar	

International Student Orientation Program

It is a requirement under the National Code 2007 that the Institute must assist full fee paying overseas students to adjust to study and life in Australia through an age and culturally appropriate orientation program that includes information about:

- Student support services available to assist on the transition to life and study in a new environment
- Facilities and resources
- Complaints and appeals processes
- The Institute Course progress and Attendance policies (to meet relevant visa conditions)

Additionally, the Institute provides the following as required under Standard 6 of the National Code 2007:

- Opportunity to access services designed to assist students to meet course progress and attendance requirements
- Opportunity to access welfare related support services to assist with issues arising from meeting course progress and attendance requirements, accommodation or other issues arising during their study

The following staff member is responsible for ensuring overseas students undertake the Institute's Orientation as per Standard 6.1.a-f

Ms Maria Cassera

International Student Co-ordinator

The following staff member is responsible for assisting students to meet course progress requirements, and to co-ordinate intervention strategies as necessary:

Professor Gerard Kennedy **Head of School**

The following staff member is responsible for assisting students to meet attendance requirements, and to co-ordinate intervention strategies as necessary:

Professor Gerard Kennedy **Head of School**

Documents/materials/activities used for the Institute’s Student Orientation Program are:

- Student Orientation Checklist
- International Students Manual
- Tour of School facilities
- Meeting key staff members

See Appendix 3 for examples of Student Orientation Program materials and checklist

The following staff member/department is responsible for reviewing and updating the Institute’s International Students Orientation Program:

Professor Gerard Kennedy **Head of School**

Staff Orientation/Induction to ESOS Framework

It is a requirement under the National Code 2007 that the Institute ensures that staff members who interact directly with full fee paying overseas students are aware of the Institute’s obligations under the ESOS framework and the potential implications for students arising from the exercise of the obligations.

Relevant information about the Institute’s obligations under the ESOS framework is provided to appropriate staff members in the following ways:

TO	BY	HOW	WHEN
Senior Management Staff	Head of School	Management Meeting	Weekly
Administrative Staff	Head of School	Staff Meeting	Monthly
Mainstream Teaching Staff	Head of School	School Meeting	Monthly
Counselling and Student Support Staff	International Students Coordinator	Individually and at various school meetings	Monthly
Marketing Staff			
Staff responsible for monitoring compliance with visa conditions	Academic Registrar and Head of Administration	Management meetings	Monthly

The following staff member is responsible for informing new staff members who take up duties outside of staff information sessions of relevant obligations under the ESOS framework:

Professor Gerard Kennedy **Head of School**

Materials/Resources for Staff Inductions/Orientation to ESOS include:

- Websites listed below (see Websites (compliance))
- Student Handbook - Policies & Procedures Manual
- International Student Program Manual

The following staff member is responsible for reviewing and updating the School Staff Orientation/Induction to ESOS:

Ms Amber Hickin **Academic Registrar**
Mr David Bruce **Head of Administration**

This policy should be checked and updated whenever there is a change in regulations about NC Standard 6, or when existing policies need to be adapted or strengthened.

THIS SECTION WAS LAST UPDATED January 2015 BY The Academic Registrar

Student Engagement before Enrolment

The Institute ensures students' qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought.

Prior to accepting a student, or an intending student, for enrolment in a course, the Institute provides, in print or through referral to an electronic copy, current and accurate information.

Enrolment Application

Processes and procedures

To assess whether the student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought international students must follow the processes listed below. The student must

	<p>Step 1 – Select the program that you wish to study</p> <p>Step 2 – Complete the application form located below</p> <p>Step 3 – Attach the relevant documents with your application form</p> <p>Step 4 – Read the payment and refund terms and conditions</p> <p>Step 5 – Submit your application form and required documentation</p> <p>Step 6 – Attach your Application fee AU\$150 (Non refundable)</p> <p>Step 7 – Receive your letter of offer.</p>
Application Form	Students are required to complete the International Students – Enrolment Application form which can be found at Appendix 1 and which is published at www.cairnmillar.edu.au .
Responsible Staff	Ms Amber Hickin – Academic Registrar Mr David Bruce – Head of Administration Professor Gerard Kennedy – Head of School
Information provided to prospective students	<p>The Institute includes in the written agreement the following information, which is consistent with the requirements of the ESOS Act</p> <ul style="list-style-type: none"> • the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable • the course content and duration, qualification offered if applicable, modes of study and assessment methods • campus locations and a general description of facilities, equipment, and learning and library resources available to students • indicative course-related fees including advice on the potential for fees to change during the student’s course and applicable refund policies • information about the grounds on which the student’s enrolment may be deferred, suspended or cancelled • a description of the ESOS framework made available electronically by the Department of Education • Relevant information on living in Australia • indicative costs of living and accommodation options
Ms Amber Hickin	A copy of the International Students – Enrolment Application form can be found at Appendix 1 and is published at

Academic Registrar	www.cairnmillar.edu.au
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Formalisation of enrolment

The Institute provides the student with a Letter of Offer, in which the total tuition fees and the non-refundable deposit are detailed. The student must then sign an Acceptance of offer, by which the student acknowledges the services to be provided, the fees payable and the terms and conditions in relation to refunds of course money.

Letter of Offer

Processes and procedures

Once the **International Students – Enrolment Application** has been received, the documentation verified and an interview has been held with the student and application approved by the Head of School, a Letter of Offer is sent to the applicant.

Responsible Staff	Letter of Offer
Ms Amber Hickin Academic Registrar	Students are required to sign a formal Letter of Offer prior to the student being enrolled in a course, or prior to the Institute accepting course money from the student. A copy of the International Students – Letter of Offer can be found at Appendix 2.
Mr David Bruce Head of Administration	The Institute includes in the letter of offer the following information, which is consistent with the requirements of the ESOS Act <ul style="list-style-type: none"> • the course or courses in which the student is to be enrolled and any conditions on his or her enrolment • the full course fees payable by the student • information in relation to refunds of course money • the circumstances in which personal information about the student may be shared between the Institute and the Australian Government and designated authorities and, if relevant, the Tuition Assurance

	<p>Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition, and</p> <ul style="list-style-type: none"> • what happens in the event of a course not being delivered, and • a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.
	<ol style="list-style-type: none"> 1. Conditions of enrolment/preliminary requirements As a condition of enrolment, the student agrees to abide by all Institute policies and procedures [published on the intranet site MOODLE] for the duration of their enrolment and to disclose any medical or health conditions that may affect studies or student welfare. <ol style="list-style-type: none"> a. As a condition of enrolment, the student authorizes the Institute to check visa entitlements electronically via VEVO on the Department of Immigration and Citizenship website: http://www.immi.gov.au/e_visavevo.htm 2. Course fees and other charges (course monies) Please see current International Student Fees Schedule published on the Institute’s website at www.cairnmillar.edu.au 3. Payment of Course Fees and Refunds <ol style="list-style-type: none"> a. Tuition Fees are normally payable six (6) months prior to the commencement of the first semester and tuition fees for subsequent semester are due one month (1) prior to the commence of each subsequent semester. b. All fees must be paid in Australian dollars. c. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she must continue to pay full overseas student’s fees for the duration of the calendar year d. Refunds are reimbursed in Australian dollars and the payment sent to the applicant’s home country unless otherwise requested in writing. e. Refunds are paid to the student or the person specified in the written agreement.

4. Refund of course monies*

- a. The Institute's refund policy applies to all course monies paid to the Institute and includes any course monies paid to an education agent to be remitted to the Institute.
- b. All notifications of withdrawal from a course, or applications for refund, must be made in writing and submitted on the relevant Request to Defer/Withdraw from Internship form to the Head of School.
- c. The Institute will refund within 4 weeks for all course monies paid where the student's application for enrolment is refused by the Institute or the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.
- d. Refunds for student default apply to tuition fees only. Tuition fees are refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment of behalf of the student has been made.
- e. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, tuition fees, that is, the 10% of Tuition Fees paid prior to commencing the course will not be refunded.
- f. The Institute must refund within 4 weeks of the receipt of written notification of withdrawal by the student's tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
- g. The Institute must refund within 4 weeks of the receipt of written notification of withdrawal by the student of tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
 - If written notice is received up to four weeks prior to commencement of the course, the Institute is entitled to retain an administration fee.
 - If written notice is received less than four weeks prior to

commencement of the course no monies are refunded.

- If written notice is received more than six months after the commencement date of the student's course no refund of tuition fees are made.
- h. No refund of tuition fees are made where a student's enrolment is cancelled for any of the following reasons;
- Failure to maintain satisfactory course progress (visa condition 8202)
 - Failure to maintain satisfactory attendance (visa condition 8202)
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [if applicable]
 - Failure to pay course fees
 - Any behaviour identified as resulting in enrolment cancellation in the Institute's Student Handbook and Policy and Procedures Document.
- i. In the unlikely event that the Institute is unable to deliver a course in full, a full refund of all course money paid to date is made. The refund must be paid within two weeks of the day on which the course ceased being provided.
- j. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

*This is a simplified version of the full sample refund policy for the purposes of the written agreement with students and has been changed to suit individual Institute practices.

5. Statement of Tuition Assurance

The Cairnmillar Institute (the Institute) acknowledges that under the provisions of the Higher Education Support Act 2003 (HESA) and the associated HEP Guidelines the Institute (the First Provider) is required to provide a tuition assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa who are enrolled in higher education courses it offers. This requirement is to protect

students in the event that the Institute ceases to provide a course of study in which a student is enrolled. The meaning of 'ceasing to provide a course of study is set out in the HEP Guidelines (http://www.backingfaustraliasfuture.gov.au/guidelines/hep_guide.htm).

In the event that the Institute ceases to provide a course of study in which a student is enrolled the student is entitled to a choice of:

- a) an offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement units (this is known as the "Course Assurance Option");
- OR
- b) a refund of his or her up-front payments for any unit of study that the student commences but does not complete because Cairnmillar ceases to provide the course of study which the unit forms part (this is known as the "**Student Contribution/Tuition Fee Repayment Option**")

The Institute has met the tuition assurance requirements of the HESA through its current membership of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS).

If the Institute ceases to provide a course of study, ACPET will send a student enrolled in the course of study a Written Tuition Assurance Offer (the Offer) advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET of the choice they have made for each affected unit. ACPET will provide this Offer within twenty business days after it knows, or should know by reasonable enquiries that the Institute has ceased to provide the course or study.

The courses/s of study for which the Institute currently has ACPET ASTAS membership are:

Course	Qualification to which Cairnmillar
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	Course Leads
<p>CRICOS Course No: 075444G Graduate Diploma of Psychology</p> <p>CRICOS Course No: 075445F Graduate Diploma of Professional Psychology</p> <p>CRICOS Course No: 075285F Master of Psychology (Clinical Psychology)</p> <p>CRICOS Course No: 072432B Graduate Diploma of Counselling and Psychotherapy</p> <p>CRICOS Course No: 072431C Master of Counselling and Psychotherapy</p>	

A student may choose either:

The Course Assurance Option:

If a student accepts a place in a course offered by ACPET as named above, ACPET will offer the student the option of ACPET making all necessary arrangements to ensure a student is able to enrol in a similar course of study with a Second Provider. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay that Second Provider any student contribution or tuition fee for any replacement units.

The Second Provider nominated by ACPET may have different contribution amounts or tuition fees to the amounts or fee the student would have paid for units of study which were part of the course of study that the Institute ceased to provide.

A student is not obliged to enrol in a course of study with a Second Provider offered by ACPET under the Course Assurance Option. However, if he/she enrolls with any other provider there is no obligation on the provider to offer full credit transfer for the units of study completed with the Institute or to offer a replacement/s unit free of

	<p>charge.</p> <p>OR</p> <p>The Student Contribution/Tuition Fee Repayment Option If a student chooses the Student Contribution/Tuition Fee Repayment Option ACPET undertakes to pay the student the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed. Students selecting this option also receive SLE or FEE-HELP balance/s re-credited for uncompleted units.</p>
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Written Agreement

Processes and procedures

Once the International Student – Enrolment Application has been received, the documentation verified and an interview has been held with the student and application approved by the Head of School, a written agreement is signed by the student and the Head of School or nominated Institute staff, a copy of which is provided to the applicant and a copy retained on the student file.

Responsible Staff	Written Agreement
Ms Amber Hickin Academic Registrar	<p>International Students are required to sign a written agreement prior to the student being enrolled in a course, or prior to the Institute accepting course money from the student.</p> <p>A copy of the International Students – Written Agreement can be found at Appendix 3.</p>
Mr David Bruce Head of Administration	<p>The Institute includes in the written agreement the following information, which is consistent with the requirements of the ESOS Act</p> <ul style="list-style-type: none"> • identifies the course or courses in which the student is to be enrolled and any conditions on his or her enrolment • provides an itemised list of course money payable by the student • provides information in relation to refunds of course money • sets out the circumstances in which personal information about the

	<p>student may be shared between the Institute and the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition, and</p> <ul style="list-style-type: none"> • advises the student of his or her obligation to notify the Institute of a change of address while enrolled in the course. <p>The Institute includes in the written agreement the following information, which is consistent with the requirements of the ESOS Act, in relation to refunds of course money in the case of student and the Institute default:</p> <ul style="list-style-type: none"> • amounts that may or may not be repaid to the student • processes for claiming a refund • a plain English explanation of what happens in the event of a course not being delivered, and <p>a statement that “This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws”.</p>
<p>Ms Amber Hickin Academic Registrar</p>	<p>The following information is included in and made available to the student prior to engagement and enrolment.</p>
	<p>Student Visa Information</p>
<p>Ms Amber Hickin Mr David Bruce</p>	<p>You need a student visa if you wish to study in Australia for over 3 months.</p> <p>If you intend to stay in Australia is 3 months or less you may apply for a short stay visa.</p> <p>For periods of study greater than 3 months a Student (Temporary) Visa is required by non-Australian residents and is granted only if you enrol in a registered, full-time course in Australia.</p> <p>All courses for international students, and the Australian education and training institutions that offer them, must be registered with the Australian Government.</p>

	Student Visa Subclasses
	Higher education sector covers a Bachelor Degree, Graduate Certificate, and Graduate Diploma.
	Assessment Levels
	<p>The criteria by which you are assessed when applying for a particular visa class are dependent on the country of issue of your passport.</p> <p>The assessment levels relate generally to how likely students are to comply with their visa conditions, based on previous students' behaviour.</p> <p>Assessment level 1 represents the lowest assessment level and assessment level 5 the highest.</p> <p>The higher the assessment level, the more evidence is needed to demonstrate financial capacity, understanding of the English language, and other relevant matters.</p> <p>To determine which assessment level depends on which country the student originates from and which course of study they intend to apply for. Further information can be found at DIAC form 1219i.</p>
	Basic Requirements
	<p>Whatever the course of study or country of citizenship, students must meet the following basic requirements:</p> <ul style="list-style-type: none"> • obtain overseas student health cover insurance (OSHC) • no debts to the Commonwealth • good character, and • evidence of sound health • have sufficient funds • applicants with overseas qualifications are required to have a minimum of seven (7) in each of the four components (listening, reading, writing and speaking) and a minimum overall band score of seven (7). <p>Results must have been obtained within two (2) years of submitting an application for registration. Results must be obtained in one sitting. Results exceeding two (2) years from date of application will not be accepted.</p>

	<p>For further information with respect to the health requirements please refer to <u>DIAC form 1163i</u></p>
	<p>Applying for a visa</p>
	<p>Detailed instructions for applying for a student visa can be found in the Department of Immigration and Border Protection http://www.immi.gov.au/allforms/pdf/applying-student.pdf form 1160i.</p> <p>To apply for a student visa you should complete a <u>visa application form 157A</u> and submit to Department of Immigration and Border Protection with all required documentation, the application fee, and a copy of your letter of offer or Electronic Confirmation of Enrolment (eCoE).</p> <p>Note that when enrolling in a course with the Institute you should advise as to what qualifications you currently have as credit may be given for prior learning.</p> <p>This may affect the duration of any courses you enroll in and the visa issued by the immigration department.</p>
	<p>The Electronic Confirmation of Enrolment</p>
	<p>The eCoE is the only accepted evidence of enrolment for processing student visa applications. Depending on your country of nationality and your principal course of study you may have to undergo a Pre-Visa Assessment (PVA) before you are issued with an eCoE.</p> <p>A copy of your eCoE must be submitted to your local DIAC office before a student visa can be issued.</p>
	<p>Pre-visa Assessment</p>
	<p>A Pre-Visa Assessment (PVA) determines a student's eligibility for a student visa and is necessary if your country is at Assessment Level 3 or 4.</p> <p>This involves obtaining a letter of offer from the Institute and submitting a visa application with all supporting documentation to a local DIAC office for assessment.</p> <p>If the assessment is favourable, you will be issued with a PVA approval letter to give to the Institute authorising them to issue you with an eCoE.</p> <p>You will be also advised to pay the tuition fees and OSHC premium, and</p>

	undergo medical tests. The student visa will be granted when the Electronic Confirmation of Enrolment (eCoE) and all other requirements are satisfied.
	Visa conditions
	<p>Students must comply with their visa conditions in order to retain their visa. Students are reported to the Department of Immigration and Border Protection and their visa cancelled for:</p> <ul style="list-style-type: none"> • not meeting course requirements • failure to provide the Institute with address/change of address details within seven days of arrival or address change • studying less than a full-time load (except in the finishing stage of course or when repeating failed units) • working without permission, or above the maximum number of hours permitted on a student visa • taking leave of absence without approval • not maintaining your Overseas Student Health Cover (OSHC)
	Visa extensions
	If you need to extend your visa in order to complete your course or to study other courses in Australia, you must submit your application to the Department of Immigration and Border Protection before your visa expires.
	Working while studying
	<p>Working while you are studying in Australia is allowed and many students do a limited amount of paid work. As an international student, you can work a maximum of 20 hours per week while the course is in session, and full-time in vacations.</p> <p>You will need to apply to Department of Immigration and Border Protection for a visa with 'permission to work' (condition 8105) www.immi.gov.au/students/visa-conditions-students.htm after you commence study.</p>
	Dependents
	You may include in your student visa application your immediate dependents - usually spouse and children.

	Work rights for your spouse
	<p>If you have a spouse (e.g. husband or wife) who is joining you in Australia and wishes to work, the spouse will also have to obtain a Visa with 'permission to work'.</p> <p>The work conditions for spouses vary depending on the course that the student is undertaking.</p>
	Schooling for children
	<p>You are welcome to bring your children with you to Australia.</p> <p>If they will be attending school, you will be required to pay school fees for them.</p> <p>Students receiving an Australian Government Scholarship (IPRS or AusAID) may be eligible for an exemption from their children's school fees.</p>
	Health Insurance
	<p>As an international student it will be compulsory for you to obtain Overseas Student Health Cover (OSHC) while you are in Australia.</p> <p>This rule also applies to any members of your immediate family who join you here.</p> <p>The health insurance fee must be paid before your visa can be issued, and you will be required to renew the health cover annually.</p>
	Time zones
	<p>The Institute is located in the Australian Eastern Standard Time (AEST) zone, which is 10 hours ahead of GMT/UTC. The Institute is 11 hours ahead of GMT/UTC during daylight saving which applies from late October to late March. Office hours are 08:00 – 18:00 Monday – Thursday, and 08:00 – 17:00 Friday. Closed on Saturday and Sunday.</p>
	Confirmation of Enrolment (eCoE)
Mr David Bruce Head of Administration	<p>A Confirmation of Enrolment (eCoE) document, is issued by the Academic Registrar and provided electronically to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of study offered by the Institute.</p>

Education Agents

The Institute does not have any formal arrangements with education agents.

Younger Students

The Institute does not enrol any international students who are under 18 years of age.

Student Support Services

The Institute has important responsibilities to provide access to support services and support staff to meet the needs of the students enrolled in their courses. The support services and orientation programs provided to all students help them to adjust to study and life in Australia and improve the quality of their educational experience. Orientation programs for international and domestic students are held for all students twice each year, at the beginning of the first semester and again at the beginning of the second semester.

Processes and procedures

To achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course the Institute currently has a number of counsellors available to international students. The range of student services offered include individual counselling, English language assistance and support, orientation and social inclusion issues, academic and writing skills, career advice, cultural and other issues of a personal nature.

The course co-ordinator for each course of study also ensures that international students receive sufficient and relevant student services such as IT and library support and orientation. An age and culturally appropriate orientation program that includes details of support services, legal services, emergency and health services, facilities and resources, complaints and appeals processes and the student visa condition relating to satisfactory course progress.

Student Services	The Institute has in place student services that provide the opportunity for overseas students to access welfare-related support services to assist with issues that may arise during their study, such as course progress and attendance requirements and accommodation issues. These services are provided free of charge.
Responsible	Professor Gerard Kennedy

Staff	
Availability	Students services are available Monday to Friday during business hours and after hours in the case of a critical incident.
Services Available	<p>Counselling and advice is provided to assist students to adjust to study and life in Australia, including:</p> <ul style="list-style-type: none"> • Unit advice and careers counselling • transition to life and study in a new environment • legal services • emergency and health services, facilities and resources information • referral to complaints and appeals processes <p>The service provides the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues.</p> <p>These services are provided at no additional cost to the student. The Institute does not charge students for referral to external support services.</p>

Critical Incidents

The Institute has a critical incident policy together with procedures that cover the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken. The critical incident policies ensure the interests of students and their families are managed appropriately. Such policies also ensure staff are prepared for such incidents and have a clear protocol to follow in what can be distressing and upsetting circumstances.

Processes and Procedures

The procedure recognises that in most cases international students do not have close family available to care and provide support to them in Australia. To ensure that the Institute responds in a practised and timely way with any critical incident involving an international student, contact with families abroad is made. To ensure that ongoing support is provided to a student in need, and that records of the incident are maintained, the following procedures apply.

Critical Incident	Is a traumatic event, which is likely to cause extreme physical and/or emotional distress involving Institute staff and or its students.
Responsible Staff	Head of School Professor Gerard Kennedy and the student support services counsellor, Dr Ray Jeanes, and the full time members of the teaching faculty are responsible for the strategic management of critical incidents.
External Student Placements	International students on external placements must first notify the responsible person in charge of the agency, their placement supervisor at the Institute and the Work Place Education Unit Co-Coordinator, Dr Alexa Kambouropoulos. If none of these people are available at the time of the incident the student must immediately notify and speak with a full-time member of the teaching faculty, or the Head of Administration.
Traumatic Event	<p>A traumatic event is not limited to, but could include:</p> <ul style="list-style-type: none"> • missing students; • any fatality or serious injury; • a serious traffic collision; • murder or suicide; • physical / sexual assault or domestic violence; • severe verbal or psychological aggression; • fire; • explosion or bomb threat; • a hold up or attempted robbery; • serious threats of violence, and • storms or natural disasters; • drug or alcohol abuse.
It is the role of the following staff members to undertake these responsibilities in relation to management of critical incidents involving overseas students	
Name of Staff member	Area of Responsibility
Ms Mary Turnbull	<ul style="list-style-type: none"> • Risk assessment of hazards and situations which may require emergency action • Analysis of requirements to address these hazards • Establishment of liaison with all relevant emergency services (police, fire brigade, ambulance, hospital, poisons information centre, community health services).

Professor Gerard Kennedy	<ul style="list-style-type: none"> • 24 hour access to contact details for all relevant staff members needed in the event of a critical incident.
Ms Mary Turnbull Mr David Bruce	<ul style="list-style-type: none"> • Development of a critical incident plan for each critical incident identified • Dissemination of planned procedures • Organization of practice drills • Regular review of the critical incident plan • Assisting with implementation of the critical incident plan • Arranging appropriate staff development • Budget allocation for emergencies
The following staff members are responsible for reviewing and updating the Institute's Occupational Health and Safety processes and procedures:	
Mr David Bruce Ms Mary Turnbull The Cairnmillar Institute Council	Head of Administration Librarian Council Members
THIS SECTION WAS LAST UPDATED January 2015 BY Mr David Bruce	

Transfer between Registered Providers

As a registered provider, the Institute must not knowingly enroll a student visa holder wishing to transfer from another provider prior to the student completing six months of his/her principal course. The Institute is required to assess all such requests in accordance with Standard 7 of the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* (The National Code) and the Institute's documented policies and procedures.

Processes and Procedures

Processes

Any application for request for transfer between registered providers within the first six months of the commencement of the student's principal course of study is assessed on an individual basis and in accordance with the documentation provided by the student.

A Fact Sheet provided by the Department of Education can be found at:

Procedures

Transfers to the Institute from Another Registered Provider

In accordance with the National Code 2007, the Institute will not enrol any international student visa holders who seek to transfer from another registered provider to the Institute prior to their having completed six months of their principal course at that provider, except where:

- the original registered provider or course has ceased to be registered or a sanction has been imposed that prevents the original provider from continuing to deliver the principal course;
- the original registered provider has provided a written letter of release, agreeing to such a transfer and stating that the student has demonstrated a commitment to previous studies, has maintained good attendance, and has paid all course fees;
- 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.

Procedures

Transfers from the Institute to Another Registered Provider

The National Code 2007 requires the Institute to assess requests from international students for a transfer to another registered provider if the students have not completed six months of their principal course of study.

The Institute will consider all such requests for transfer fairly and take into consideration the individual circumstances of each student in order to ascertain whether the transfer would be to the detriment of the student, in which case the application would be refused. Examples of factors that may be considered to the student's detriment include:

- the transfer may jeopardise the student's progression through a package of courses;
- the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (the student will be advised that the Institute must revisit the issue within a timeframe negotiated with the student);
- the Institute forms the view that the student is trying to avoid being reported to the Department of Education for failure to make satisfactory academic progress or to

meet attendance requirements;

- Requests for transfer within the restricted period will be refused unless the student has a valid letter of offer of enrolment from another registered provider;
- The student will be provided with written notification of the outcome of their application for transfer within 10 working days of the Institute's receipt of the application;
- The approval of transfer of a student to another institution does not remove the requirement for the student to pay any outstanding fees nor does it indicate the agreement to provide any refund. Refunds are governed by the Cancellation and Refund policy, independent of this policy;
- After six months within the principal course, no restriction for transferring to another provider applies;
- Provision of these essential documents does not preclude the Institute from refusing to release the student if the Institute believes the transfer would be to the detriment of the student.

Letter of Release to another Registered Provider

The Institute grants a letter of release to another registered provider only where the student has:

- Provided a reasonable timeframe for assessing and replying to the student's transfer request having regard to restricted period.
- Provided a letter from another registered provider confirming that a valid enrolment offer has been made.

The Institute does not grant a letter of release to another registered provider in:

- Circumstances which the Institute considers as providing reasonable grounds for refusing the student's request, including when a transfer can be considered detrimental to the student.
- Requests can be refused, but the reasons must be consistent with the intent of the standard, the provider's documented transfer policy and given to the student in writing.
- The Institute refuses to release a student or the provider does not respond during the timeframe set out in the policy, the student can appeal through the Institute's

complaints and appeal process.

- The Institute keeps records of requests for letters of release and the process used to make a decision in relation to the request.
- A letter of release, if granted, is issued at no cost to the student and advises the student of the need to contact Department of Education to seek advice on whether a new student visa is required.
- Where the Institute does not grant a letter of release, the student must be provided with written reasons within 10 days for refusing the request and must be informed of his or her right to appeal the Institute's decision in accordance with the outcome of the Grievance Procedures as required in Standard 8 of the Code.

A copy of the Application for Student Transfer/Letter of Release form can be found at Appendix 8.

A copy of the Letter of Release form can be found at Appendix 9.

A copy of the Letter of Refusal form can be found at Appendix 10.

A Fact Sheet provided by the Department of Education can be found at:
http://aei.gov.au/AEI/ESOS/QuickInfo/Std7_FactSheet_pdf.pdf

Transfer Between Registered Providers

Responsible
Staff

Prof Gerard
Kennedy

Ms Amber
Hickin

The Head of School and the Academic Registrar

Exceptional Circumstances

Prof Gerard
Kennedy

Compassionate or compelling circumstances generally out of the control of the student (e.g. illness where a medical certificate states that the student is unable to attend classes) and which will have an impact upon

	the student's well-being or course progression.
Ms Amber Hickin	The Academic Registrar maintains records of all requests from students for a letter of release and record all documentation regarding the decision is kept on the student's file.
<p>See <u>Appendix 8</u> for Application for Student Transfer/Letter of Release</p> <p>See <u>Appendix 9</u> for Letter of Release</p> <p>See <u>Appendix 10</u> for Letter of Refusal</p> <p>See Flow Chart Below Referenced from http://www.aei.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/Standard7.htm#diagram</p> <p>Further information about this standard is available from:</p> <p>http://aei.gov.au/ESOS</p> <p>http://www.immi.gov.au</p>	

Complaints and Appeals

The National Code recognises that both internal and external complaints and appeals processes play a role in ensuring that grievances are appropriately heard and addressed for both the student and the Institute. These processes enable students to firstly seek recourse using the Institute's internal processes, and then if needed, through an independent, external person or The Australian Council of Private Education and Training (ACPET)

Processes and Procedures

The complaints and appeals requirements stipulated in Standard 8 are satisfied by the processes established by the Institute to satisfy other regulatory requirements. As the student's stay in Australia is subject to the period of his or her student visa, the

timeliness of decision making is a consideration in the development of appropriate complaints and appeals policies, procedures and practices.

The Institute's Complaints and Appeals process for international and domestic students is published at www.cairnmillar.edu.au

Actions which give rise to a grievance

A grievance arises when a student has no other avenue of redress available to him or her under the procedures of the Institute for what he/she considers to be unfair treatment.

Resolving a Grievance- Informal Resolution

In the first instance, the student should normally discuss the grievance informally with the relevant staff member who should try to resolve it. Where it appears that the grievance should be dealt with under another the Institute policy the staff member must immediately refer the student to the appropriate policy. Where a student is unable to make contact with or is reluctant to approach the relevant staff member, the student may then raise the matter with the Course Co-Ordinator.

Students have up to ten (10) working days to initiate the informal review process, from the date of the occurrence which gives rise to the grievance or the date the circumstances giving rise to the grievance are brought to the student's notice/the student becomes aware of the circumstances giving rise to the grievance.

During the informal process, the staff member/Course Co-Ordinator (as the case may be) must take such action as deemed appropriate to resolve the matter.

This must include discussing the matter with the student, and may also include, but is not limited to:

- Reviewing the student's records; and/or
- Discussing the matter with other members of staff; and/or
- Allowing the student to re-submit documentation where the staff member has reason to believe that the student had valid grounds for misunderstanding relevant requirements.

The informal resolution process must be completed within ten (10) working days from the date on which the student contacted the relevant staff member of the unit. The Course Co-Ordinator may grant an extension not exceeding five (5) working days if it seems likely that the matter will be resolved in that time.

The student will be advised in writing within two (2) working days of the conclusion of the informal resolution process (by Express Post notice to the student's semester address and by email (where the student has provided his/her email address) of:

- The outcome of the informal resolution process;
- The availability of support services at the Institute; and
- The appeals mechanism.

Formal Resolution

If a student is not satisfied with the outcome of the informal resolution process, he/she may submit a formal grievance in writing to the Head of School. This request must be submitted within five (5) working days of the date of notification of the outcome of the informal resolution process.

The student's letter must:

- State the reason/s for the grievance;
- Detail the outcome of the informal resolution process;
- Include any specific issues which the student wishes to present to the Head of School;
- Where relevant, attach copies of documentary evidence.

The Head of School must consider the formal grievance by:

- Reviewing the student's letter and the outcomes of the informal resolution process;
- Verifying that all appropriate procedures have been correctly carried out;
- Seeking additional information from appropriate staff concerning the subject of the grievance;
- Discussing the matter directly with the student;
- Undertaking other action as appropriate.

After consideration of all of the available evidence, the Head of School may decide to:

- (a) Dismiss the grievance; or
- (b) Uphold the grievance and direct that:
 - Reparation as appropriate be made to the student; *and/or*

- Where relevant, the student's enrolment status be restored; *and/or*
- Where relevant, that administration systems, policies or procedures be reviewed;
- Appropriate actions to address systemic or underlying causes (*if any*) be undertaken, with a view to preventing problems from occurring or recurring; *and/or*
- Other actions as appropriate.

The student will be informed of the outcome in writing within ten (10) working days of submission of the formal grievance as identified by the date of receipt of the student's letter.

If the Head of School and all suitable nominees have already been involved in the process, or have some other conflict of interest, the Executive Director will appoint another person to investigate the formal grievance.

Appeals

Grievance Appeals

A student has the right of appeal to the Grievance Appeals Committee from a decision of the Head of School

Appeal on one or more of the following grounds:

- That the case was not heard on its merits;
- That the student is able to provide new evidence which could not reasonably have been provided at the time of the Head of School investigation;
- That a procedural irregularity has occurred in the hearing of the grievance during the investigation by the Head of School.

A student who wishes to appeal against a decision of the Head of School must:

- Lodge the appeal with the office of the Executive Director;
- Lodge the appeal in the format shown below;
- Lodge the appeal within five (5) working days of receipt of written notification of the decision of the Head of School.

The written appeal must:

- State the grounds on which the appeal is made, in accordance with section 4.1

of this policy;

- Detail and, where appropriate, provide evidence relevant to the grounds for appeal. A copy of documentary evidence referred to in the letter of appeal must be attached. (Failure to present evidence referred to in the letter of appeal will be taken into account by the Grievance Appeals Committee.)

Upon lodgment of the written appeal, the Executive Director will:

- Check that the written appeal substantially complies with the format required in section 4.4;
- Check that, where reference is made to supporting documentation, a copy of the documentation is attached;
- Check that the student has included a description of the relevant evidence in relation to the grounds for appeal to the Grievance Appeals Committee; and
- If applicable, consider the reasons provided for the late lodgement of an appeal and determine whether or not these are such as to warrant the appeal proceeding.

Where, in the opinion of the Executive Director, the appeal does not comply with one or more of these criteria the Executive Director can return the documentation to the student with a request for compliance.

Format of Appeal Letter

The Executive Director
The Cairnmillar Institute
993 Burke Road
Camberwell VIC 3124

I hereby lodge an appeal pursuant to the decision of the Head of School advised to me by *(insert date of notification)*.

The grounds of my appeal is/are: *(insert ground(s) as appropriate*

In support of this appeal, I submit the following information for consideration by

the Grievance Appeals Committee.

(include summary of all relevant information or material here)

Student Signature

Date:

Family Name:

Given Name:

Student ID: *(where relevant)*

Address for notices:

Contact telephone:

Email address:

Grievance Appeals Committee

Once the appeal has been accepted the Request for Appeal must be forwarded to the Grievance Appeals Committee.

The composition of the Committee must include:

- a) The Executive Director or nominee, who acts as Chair of the Committee;
- b) One independent staff member;
- c) One independent Student representative;
- d) Where a member of staff is required to attend an appeals hearing, a representative of the staff may be invited to attend the meeting of the Committee in an advisory capacity.

Both genders will normally be represented.

In allocating appeals to the Committee, the Executive Director must select a Committee Chair and a staff member who are from an area other than that in which the student is concerned.

The Academic Registrar or nominee must attend and act as Secretary to the Committee and:

- Collate all documents relevant to the appeal hearing (including the “Grievance Form” referred to in section 3) and disseminate to all parties;
- Establish a date, time and place for the appeal hearing and advise all parties in accordance with section 2.5.3;
- Maintain a record of the proceedings of the appeal hearing and the decision(s) taken;
- Advise the Executive Director of the outcome of the appeal immediately after the proceedings have concluded;
- Draft the letter advising the student of the outcome of the appeal for the Chair’s approval prior to obtaining the Executive Director’s signature; and
- Ensure that a copy of all documentation is maintained on the official file in the Record Management System.

Where an appeal has been forwarded to the Grievance Appeals Committee, a meeting of the Committee must be convened within 15 working days of lodgement of the letter of appeal. All participants must be given at least 5 days notification in writing of the time, date and place at which the appeal is to be heard. Notification will be forwarded to the student via express mail to his/her semester address.

The hearing must be held in camera. The Committee must regulate its own proceedings. The Committee must call before it any witnesses to provide additional evidence.

The student must be given the opportunity to appear in person before the Committee and to call witnesses. An advocate, who is not a member of the Committee and is not a legal practitioner, may represent the student.

The student must be given the opportunity to hear and examine the evidence of all witnesses called before the Committee.

The Committee must hear the matter on its merits, taking account of all of the circumstances of the case.

Decision of the Committee

After consideration of all of the available evidence, the Committee must reach its decision by consensus or, if a consensus cannot be reached, by a majority vote, of the members. In the event that the Committee consists of four (4) members, the Chair has the casting vote. Otherwise, Committee members must have equal voting rights. The Secretary does not have voting rights.

The Committee must:

- a) Confirm the decision against which the student has lodged his/her appeal;
- b) Uphold the appeal and/or c) and/or d) and/or e) as applicable
- c) Modify the directions of the Head of School
- d) Direct that appropriate actions to address systemic or underlying causes (if any) with a view to preventing problems from occurring or recurring be undertaken;
- e) Refer the matter to an external mediator and/or
- f) Take other action as appropriate.

The Secretary must then:

- a) Document the decision and reasons for the decision;
- b) Contact the Executive Director as soon as the decision has been made to brief him/her of the outcome;
- c) After briefing the Executive Director, draft the written communication for the Chair's approval prior to obtaining the signature of the Executive Director;
- d) Send the signed communication (which must include the reasons for the decision) to the student by express post within five (5) working days of the Committee's decision being made;
- e) Provide copies of the decision to other appropriate parties;
- f) Update the Records management file as required.

There is no further appeal against the decision of the Grievance Appeals Committee to any other officer or body within the Institute.

The third stage of the process at which a complaint is addressed is as follows:
If not satisfied with a decision of the Grievance Appeals Committee's decision, the complainant may request the Institute to have the matter be dealt with by:

The Australian Council of Private Education and Training
Suite 101, Level 1, 126 Wellington Parade
East Melbourne, Victoria 3002

Tel: (03) 9416 1355
Fax: (03) 9416 1895
Email: vic@acpet.edu.au

The Institute accepts selection by students/nominees of only those mediators included in the panel maintained in the relevant ACPET State Office. Students must lodge appeals via email and will be required to complete the revised appeals form which includes payment details.

The form is available from the website;

http://www.acpet.edu.au/index.php?option=com_content&task=view&id=4947&Itemid=348

Students should not phone or go into the ACPET office under any circumstances

Student Contact: Students.appeals@acpet.edu.au

Complaints will be dealt with by ACPET within 30 days of receipt of the request for external mediation.

If ACPET makes recommendations in relation to a grievance they have reviewed, ACPET will forward those recommendations to the Executive Director of the Institute.

The Executive Director of the Institute will ensure that the recommendations of ACPET are implemented within 30 days.

The Overseas Students Ombudsman

If international students wish to lodge an external appeal or complain about this decision, they 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 or phone 1300 362 072 for more information.

Record Keeping

- Records of all grievances and applications for review of decisions must be kept and be accessible to all interested parties for a minimum period of five years.

Such records will remain confidential.

- Records of grievances and their outcomes will be kept strictly confidential and filed in a separate file (not kept in the student or staff file) and stored in the office of the Executive Director for a minimum period of five years. Parties to the complaint will be allowed supervised access to these records.

Completion within the Expected Duration of Study

The National Code supports the integrity of the Australian Government’s migration laws by requiring students to complete their course within its expected course duration. Course duration is based on the normal time required to complete the course. The normal duration of a course is established by the appropriate quality assurance framework for the sector (the Australian Qualifications Framework, and relevant state and territory government legislation or guidelines as set down by the Victorian Registration and Qualifications Authority).

It is the intention of the Australian Government student visa programme for students to genuinely attempt to achieve their desired educational outcomes within the duration of their student visa.

Student visas include a condition that requires students to progress satisfactorily and a condition that they must attend their classes.

Processes and Procedures

The Institute monitors the enrolment load of students to ensure they complete the course within the duration specified in their CoE. The period of enrolment includes scheduled breaks between study periods. The Institute only enables students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances. The following procedures apply:

Responsible Staff	Failure to Complete The Institute will only extend the duration of the student’s study where it is clear that the student will not complete the course within the expected duration, as specified on the student’s CoE.
Course Co-Ordinators Dr Ray Jeanes Ms Marilyn	The course-co-ordinator, head of school, and student support counsellors are responsible for course progression and student well-being.

Cobain	
	Compassionate or Compelling Circumstances
Dr Ray Jeanes Prof Gerard Kennedy	The Institute may only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the Institute was unable to offer a pre-requisite unit).
	Variation in the student's enrolment load
Prof Gerard Kennedy	Except in the compassionate or compelling circumstances detailed above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.
Mr David Bruce	The Institute must correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.
<p>See Appendix 4 for Course Progress and Course Attendance Policy See Appendix 6 Letter of Intention to Report</p>	

Monitoring of Course Progress to Complete Course within Expected Duration (course progression), and Monitoring Course Attendance

The Institute systematically monitors, records and assesses the course progress of international students and their attendance, for each unit of the course in which they are enrolled. The Institute is proactive in identifying, notifying and counselling students who are at risk of failing to meet course progress requirements. This monitoring enables students at risk of not progressing, or participating, where applicable, to be identified and offered support to achieve their educational goals.

Processes and Procedures

Processes

The Institute's Academic Progress and Show Cause Policy combines all requirements of Standard 9, 10 and 11 of the National Code 2007. In accordance with the Code, the Institute is required to and:

- Systematically monitors the enrolment load of students to ensure they complete the course within the duration specified in their CoE, and ensure that any extensions granted to duration of study comply with conditions under Standard 9;
- Systematically monitors the academic progress of each student during a study period and results are reported at the end of each study period;
- The Institute defines a study period as a 12 week semester;
- Is proactive in notifying and counselling students at risk of failing to meet course progress and/or attendance requirements;
- Reports students who do not meet the course progress requirements within a study period and/or who have breached course progress or attendance requirements under Section 19 of the ESOS Act to the Secretary of the Department of Education through PRISMS and this may result in the cancellation of the student visa.

Procedures

Monitoring Course Progress

- The monitoring of a student's course progress is based on the aggregate result of assessments within the defined study period.
- The curriculum requires students to complete two assessment tasks for each unit taken in the semester. The curriculum involves students in weekly participation in class discussion and in class presentation. The continuous assessment tasks are graded qualitatively and quantitatively and the results are recorded in the student records management system.
- At the end of the study period of 12 weeks, the student must complete a final assessment task that addresses the specific criteria set out in the curriculum which is given to the student at the beginning of each semester and/or is published on Moodle.

- The results of all assessment tasks are tallied and calculated as a percentage for each student and recorded in the student records management system.
- The student's assessment tasks are returned to them with qualitative and quantitative feedback.

Intervention Procedures

- When a student is identified at risk of not meeting course progress requirements, or making satisfactory progress, the Institute will activate its intervention procedure after the fourth week of the study period.
- The lecturer must report unsatisfactory progress directly to the course Co-Ordinator.
- The Course Co-Ordinator must notify the Head of School then set up a meeting to counsel the student.
- In this meeting the Course Co-Ordinator assists the student in determining a plan to assist them remedy their progress.
- The intervention strategies and remedial procedures to achieve satisfactory course progress may include:
 - Attendance at a tutorial or study group
 - Individual tutoring program
 - Individual mentoring program
 - Counselling for personal issues which may be impacting progress
 - Increased monitoring of the student
 - An individual program based on one or all of the above procedures.

Reporting and Appeals Procedures

- Where a student is assessed as continuing to not make satisfactory course progress after the completion of the sixth week of the study period, the Course Co-ordinator will notify the student in writing of their intention to report the

student. A copy of this notification is also provided to the Head of School.

- In this letter of notification, the Institute advises the student that if it is their wish, they have 20 working days in which to access the Institute’s complaints and appeals process.
- In the case where a student makes the decision not to access the Institute’s complaints and appeals process, or at the end of the complaints and appeals process the student is deemed to have failed to meet satisfactory course progress, the student will be reported to the Secretary of the Department of Education via PRISMS.

Information about the Institute’s course progress policies and procedures, intervention and support processes, is provided to students and staff in the following ways:

- Staff induction and training
- Intranet Student Portal - MOODLE

Administrative Documents

Administrative documents relating to the Institute’s policies and procedures related to course progress and attendance, including monitoring, intervention and reporting instances of non-compliance are:

- **Letter of intention to report for unsatisfactory course progress**
- **Letter of intention to report for unsatisfactory course attendance**

See [Appendix 4](#) and [Appendix 5](#) for copies of these documents.

See [Appendix 2](#) for Course Progress and Course Attendance Policy

Intervention Procedure

Strategy	Contact	
Additional ESL support	Dr Ray Jeanes	

Mentoring	Dr Ray Jeanes	
Change of subject selection, or reducing course load (without affecting course duration)	Course Co-ordinator	
Counselling and mentoring – academic skills	Professor Dr Ray Jeanes Prof Gerard Kennedy	
Counselling and mentoring – study skills	Dr Ray Jeanes	
Counselling – personal	Ms Marilyn Cobain	
It is the role of the following staff members to undertake these actions in administering the Institute’s Course progression, progress and attendance processes and procedures.		

COURSE PROGRESSION PROCEDURE

Staff Member	Action	Time Frame
Head of School Professor Gerard Kennedy	Monitors the student’s course progression to ensure they will not need additional time in order to complete their course, and meet any other requirements under Standard 9	At the end of each semester
Head of School Professor Gerard Kennedy	Determine staff roles and responsibilities for implementing the Institute’s course progress policy, including requirements for achieving satisfactory course progress, activating intervention strategies and determining the point at which the student has failed to achieve satisfactory course progress	At the end of each semester
Course Coordinator	Counselling students and arranging intervention strategies for students as needed to assist students in meeting course progress requirements	When the Institute reports have been checked and identified as being at risk

Course Coordinator	Monitoring student response to intervention strategies	
Head of School Professor Gerard Kennedy	Assessing whether student is meeting visa condition for satisfactory course progress, if not, notifying the student in writing of <ul style="list-style-type: none"> a) The Institute's intention to report b) Access to the Institute's appeals process must be made within 20 working days (internal). 	When the student is assessed as not being able to meet course progress requirements as per Standard 10, after the intervention strategies have been activated and progress re-assessed.
Course Coordinator	Where the student has not attended for 2 consecutive days, and/or if he/she is at risk of not meeting attendance requirements, and arrange any necessary support and follow up	When consecutive absences have been reached.
Head of School Professor Gerard Kennedy & Head of Administration Mr David Bruce	Assessing whether student is meeting visa condition for satisfactory attendance, and if not, whether the provisions under St 11.9 apply. If St 11.9 provisions do not apply, notifying the student in writing of <ul style="list-style-type: none"> a) The Institute's intention to report b) Access to the Institute's appeals process must be within 20 working days (internal). 	When the student is assessed as not being able to meet attendance requirements as per Standard 11.
Head of Administration Mr David Bruce	Notifying DoE via PRISMS that the student is not achieving satisfactory attendance. In the case of reporting a student under Standards 10 and 11, it is the Department of Education expectation that the Institute	As soon as practicable at the point when <ul style="list-style-type: none"> a) The student has chosen not to access the Institute's complaints and appeals process

	<ul style="list-style-type: none"> a) Understands that the Section 20 Notice is a legal document and should not be accompanied by any other documentation b) Will ensure the Section 20 Notice is delivered to the student at the correct address, and the student clearly understands that he/she must report to a DIAC office within 28 days c) Evidence of delivery and receipt of the Section 20 Notice is filed d) Continues to monitor accommodation and welfare arrangements as per Standard 5 if applicable 	<ul style="list-style-type: none"> within the 20 day working period, or b) Withdraws from the process, or <p>The process is completed and result in a decision favouring the Institute</p>
<p>Head of Administration Mr David Bruce</p>	<p>Notifying Department of Education via PRISMS that the student is not achieving satisfactory course progress and following through with delivery of the Section 20 Notice</p>	<p>As soon as practicable at the point when</p> <ul style="list-style-type: none"> a) The student has chosen not to access the Institute’s Complaints and Appeals process within the 20 day working period, or b) Withdraws from the process, or <p>The process is completed and result in a decision favouring the Institute</p>
COURSE ATTENDANCE PROCEDURE		
STAFF MEMBER	ACTION	TIME FRAME
Head of School	Determine staff roles and responsibilities for implementing the Institute’s attendance policy,	At time of policy creation, and when staff changes occur

	including method and frequency of attendance calculations, and point of intervention	
Unit Lecturer	Recording attendance and advising Head of School if student is absent for more than 2 consecutive days	Weekly
Unit Lecturer	Calculating percentage of attendance for each overseas student and advising Head of School point of intervention	Every two weeks
Course coordinator and Head of School	Contacting and counselling student	When the prescribed number of consecutive absences have been reached
<p>Further information about this Standard is available from:</p> <p>www.aei.gov.au/ESOS</p> <p>www.immi.gov.au</p>		

Course Credit

International students must indicate if they wish to apply for course credit at the time of making their application to the Academic Registrar. International students who apply for course credit must do so at the time of enrolment and are required to lodge certified documentation from the conferring university or body in support of their application for course credit.

In the case of new international students, if the request for course credit is granted, an offer for acceptance into the program is made and the period of study is advised to the prospective student in writing.

The revised letter of offer includes provision of a record of the course credit to the student, which must be accepted by the student, be signed, and be returned before the enrolment process can proceed.

Processes and Procedures

<p>Applications for course credit by international students are assessed by the course co-ordinator or their nominee to assess the request in accordance with the course requirements and the Institute guidelines. Where course credit is granted which results in a shortening of a student's course, the Academic Registrar records the actual net course duration in the electronic Confirmation of Enrolment (CoE) issued to the student and reports change of course duration via the Provider Registration and International Student Management system (PRISMS). A copy of the agreed acceptance of program credit is then made to the student records and placed on the student's file.</p>	
Applications	<p>All applications for recognition of prior learning are assessed by the Academic Registrar or by the nominated RPL Assessor. The assessor may consult course-coordinators in arriving at conclusions.</p> <p>In considering applications for prior learning, the course co-ordinator or RPL Assessor will determine the extent to which the student's prior learning experiences, and resultant learning outcomes, match the learning outcomes of the course in which they seek credit.</p>
Successful applications	<p>If the Institute grants the student course credit the following applies:</p> <ul style="list-style-type: none"> • if the course credit is granted before the student visa, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued to the student for that course • provide a record of the course credit to the student, which must be signed and accepted by the student, and placed on the student's file. • if the course credit is granted after the student's visa is granted, report the change of course duration via PRISMS under section 19 of the ESOS Act.

<p>Appeals Procedure</p>	<p>A student who is dissatisfied with the decision in relation to his/her application for course credit, may appeal this decision on one or more of the following grounds:</p> <p>(a) That a procedural irregularity has occurred (b) That the case was not heard on its academic merits</p> <p>A student who wishes to appeal against the decision in relation to his/her application for recognition of prior learning may submit an appeal in writing to the Head of School.</p>
	<p>Appeals must be lodged with the Head of School no later than five (5) working days from notification of the outcome of the application. The written appeal must state the grounds on which the appeal is made, and must contain:</p> <ul style="list-style-type: none"> • an outline of why the student believes the original decision is inappropriate; and • any additional evidence in support of the student’s case (copies of relevant documents should be attached to the written appeal) <p>The Head of School or nominee must consider the appeal by reviewing the initial decision and the student’s written submission.</p> <p>The Head of School or nominee is required to consult with the RPL Committee and the student must be informed of the outcome of the appeal within ten (10) working days of its lodgment as identified by the date of receipt by the Academic Registrar.</p> <p>There is no further appeal from the decision of the Head of School, or nominee, to any other officer or body within the Institute.</p>
<p>Notification Processes and Action</p>	<p>If the course credit is granted after the student visa is granted, the Academic Registrar reports the change of course duration via PRISMS under section 19 of the ESOS Act.</p>

Deferring, Suspending or Cancelling the Student's Enrolment

The Institute only enables international students to defer or temporarily suspend their studies, including granting a leave of absence, during the course through formal agreement and in certain limited circumstances.

Processes and Procedures

<p>The Institute has in place the following procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for international students.</p>	
<p>Deferment or temporary suspension – Compassionate or compelling circumstances</p>	<p>The Institute can only defer or temporarily suspend the enrolment of the student on the following grounds:</p> <ul style="list-style-type: none"> compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes)
<p>Reporting Process and Action</p>	<p>The Institute then takes the following action:</p> <ul style="list-style-type: none"> informs the student in writing that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and notifies the Secretary of the Department of Education via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.
<p>Deferment or temporary suspension - Misbehaviour by the student</p>	<p>The Institute informs the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the Institute's internal complaints and appeals process.</p>

Appeals process	If the student accesses the Institute’s internal complaints and appeals process, the suspension or cancellation of the student’s enrolment under this standard cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.
Reporting Process and Action	Once this process is completed the Institute must take the following action: <ul style="list-style-type: none"> • The Academic Registrar notifies the Secretary the Department of Education via PRISMS as required under section 19 of the ESOS Act where the student’s enrolment is temporarily suspended or cancelled.

Staff Capability, Educational Resources and Premises

The staff at the Institute are suitably qualified and experienced in relation to the functions they perform. International students are given every opportunity to achieve their educational objectives while studying in Australia. The Institute’s staffing levels and resources are adequate and have the capabilities as required by the quality assurance framework applying to the course.

Processes and Procedures

The Institute has adequate education resources, including facilities, equipment, learning and library resources and premises as required by the quality assurance framework applying to the course, including ownership or tenancy arrangements for the premises, as are needed to deliver the registered course to the students enrolled with the Institute.	
Head of Administration	The Institute must notify the designated authority and the students enrolled at the Institute of any intention to relocate premises (including the head office and campus locations) at least 20 working days before the relocation.
Academic Registrar	The Academic Registrar notifies all students of any intention to relocate premises no less than 20 working days before the

	relocation.
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The Institute is a Higher Education Provider and as such is subject to an appropriate quality assurance framework applying to registered courses, as is required under Standard 14 of Part D the National Code 2007.

The following staff member is responsible for staff recruitment, including recruitment of staff working with international students, and is aware of obligations under Standards 6 and 14 of Part D of the National Code 2007:

Professor Gerard Kennedy	Head of School
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The following staff member is responsible for management of facilities, including facilities used by international students, and is aware of obligations under Standard 14 of the National Code 2007:

Mr David Bruce	Head of Administration
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The following staff member is responsible for management of resources, including resources used by international students, and is aware of obligations under Standard 14 of the National Code 2007:

Mr David Bruce	Head of Administration
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It is a requirement under the National Code 2007 that the Institute has sufficient student support personnel to meet the needs of overseas students enrolled at the school.

The following staff member is responsible for reviewing and updating the Institute's policies and procedures to ensure appropriate staffing, premises and resources for support of and course delivery to FFPOS:

Mr David Bruce	Head of Administration
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This policy should be checked and updated whenever there is a change in regulations about National Code Standard 14, or when existing policies need to be adapted or

strengthened

THIS SECTION WAS LAST UPDATED January 2015 BY Mr David Bruce

Changes to the Institute's Ownership or Management

The Institute is required to advise the designated authority where there is a change to the Institute's ownership or management. If changes during the period of registration that affect the legal entity of the Institute, the new owner or entity must seek a new CRICOS registration. In these situations the designated authority is to be notified as soon as possible prior to the change taking place. Where the change of ownership does not result in a new legal entity, any new owners or managers will be subject to the 'fit and proper person' test required under section 9(6) of the ESOS Act (Standard 15).

Processes and Procedures

The Institute must advise the designated authority in writing of any prospective changes to the ownership of the Institute as soon as practicable prior to the change taking effect, and any prospective or actual change to the high managerial agents (as defined in section 5 of the ESOS Act) of the Institute as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect.

Academic Registrar	<p>The Institute must provide the designated authority with information on the new owner or high managerial agent for the purpose of making an assessment under section 9(6) of the ESOS Act.</p> <p>The Academic Registrar notifies all designated authorities of the change to ownership and management within 10 working days of the change taking effect.</p>
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Websites (Compliance)	
Education Services for Overseas Students (ESOS) Framework (Commonwealth legislation) PRISMS	www.aei.deewr.gov.au/esos/
PRISMS User Guide	https://prisms.deewr.gov.au/HTMLDocuments/ProviderUserGuide.PDF
Department of Immigration and Border Protection	www.immi.gov.au
Education (Overseas Students) Regulation 1998 (Queensland legislation)	http://www.legislation.qld.gov.au/LEGISLTN/CURRENT/E/EducOverStuR98.pdf

Websites (Other)	
Independent Schools Council of Australia National Code 2007 Transition handbook for non-government bodies enrolling full-fee paying international students	www.isca.edu.au
ISANA National Code Support Program On-line Tutorial 2007	http://www.isana.org.au/NcTutorial/index.htm
Other ISANA resources:	www.isana.org.au
AEI Agents Training Course Website:	http://www.pieronline.org/eatc/
AEI Country Education Profiles Website	http://aei.dest.gov.au/AEI/QualificationsRecognition/CountryEducationProfiles/Default.htm
AEI Online Living in Australia Guide	http://www.studyinaustralia.gov.au/Sia/en/StudyGuide_pdf.pdf
AEI – Getting Started Internationally: Tips for Entering the International	http://aei.dest.gov.au/aei/archive/mip/activities/2005/04activity13.htm

Market Website:	
Australian Curriculum Assessment and Certification Authority Website:	http://acaca.org.au
Australian Qualifications Framework Website:	http://www.aqf.edu.au
Austrade Website:	http://www.austrade.gov.au
Australasian Curriculum, Assessment and Certification Authorities (ACACA) Website:	http://acaca.bos.nsw.edu.au
Department of Foreign Affairs and Trade Website:	http://www.dfat.gov.au
Department of Justice and Attorney-General – Mediation Services Website:	http://www.justice.qld.gov.au/justice-services/dispute-resolution/mediation
Department of Education eligibility for temporary visa holders helpline (for determining Australian Government financial assistance Phone: 1 800 677 027	https://Cairnmillars.dest.gov.au/ssp/help/html/coi/student_definitions.html
Department of Education approved agents for eVisa Website:	http://www.immi.gov.au/business-services/education-providers/lodgement-trial-2-4.htm
Guidelines to the National Privacy Principles for Organisations Website:	http://privacy.gov.au/business/guidelines/index.html#3.2
IDP – Guide for students Website:	http://www.idp.com/about_idp/publications/publication_orders.aspx
Interstate Student Data Transfer Note Website:	http://www.mceecdya.edu.au/mceecdya/isdt_n_interstate_student_data_transfer_note,12095.html
Migration Agents Registration	https://www.mara.gov.au/

Authority Website:	
Overseas Student Health Cover (OSHC) Website:	http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascovers.htm
NEAS Australia Website:	http://www.neas.org.au/home/
Study in Australia	http://studyinaustralia.gov.au
Tourism Australia Website:	http://www.australia.com
Translating and Interpreting Service (TIS) Phone:	131 450 (within Australia)

Acronyms

AEI	Australian Education International http://aei.gov.au/AEI/AboutAEI/Default.htm
AL 1/2/3/4	Assessment Level (DIAC's rating of level of risk for sectors and countries of students applying for student visas) http://www.immi.gov.au/students/student-visa-assessment-levels.htm
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students http://cricos.deewr.gov.au
CRICOS Registration	See http://www.aei.gov.au/AEI/ESOS/CRICOS_Registration.htm and http://education.qld.gov.au/strategic/accreditation/cricos/index.html
DOE	Department of Education www.deewr.gov.au
DIBP	Department of Immigration and Border Protection www.immi.gov.au
eCoE or CoE	electronic Confirmation of Enrolment or Confirmation of Enrolment

ELICOS	English Language Intensive Course for Overseas Students
ELT	English Language Training
ESL	English as a Second Language
ESOS (Act)	Education Services for Overseas Students (Act) see ESOS Framework
ESOS (Framework)	Commonwealth legislation including the National Code of Practice which related to the ESOS Act 2000 http://aei.gov.au/AEI/ESOS/default.htm
FFPOS	Full Fee Paying Overseas Students – now not used as a DEEWR term.
IELTS	International English Language Testing System http://www.ielts.org/
ISLPR	International Second Language Proficiency Rating http://www.islpr.org/
NC (National Code)	National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 – part of the ESOS framework http://aei.gov.au/AEI/ESOS/NationalCodeOfPractice2007/default.htm
NILLIA ESL Band Scales	National Languages and Literacy Institute of Australia ESL Bandscales (for rating English language proficiency) To order a copy: http://www.aisq.qld.edu.au/files/files/OrderFormBandscales.htm
OSHC	Overseas Student Health Cover see http://studyinaustralia.gov.au/Sia/en/StudyCosts/OSHC.htm and http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascover.htm
PIER	Professional International Education Resources – delivers professional training courses in international education services http://www.pieronline.org/
PRISMS	Provider Registration and Overseas Student Management System https://prisms.deewr.gov.au/Logon/Logon.aspx
PTE	Pearson Test of English http://pearsonpte.com/Pages/Home.aspx

TAS	Tuition Assurance Scheme (See ESOS website – does not apply to non-government the Institute in receipt of commonwealth funding)
TESOL	Teaching of English to Speakers of Other Languages
TOEFL	Test of English as a Foreign Language www.toefl.org
VEVO	Visa Electronic Verification Online http://www.immi.gov.au/e_visas/vevo.htm

Appendix 1



Treatment | Education | Research

International Student - Enrolment Application

How to apply:

- Step 1** – Select the program that you wish to study
- Step 2** – Complete the application form located below
- Step 3** – Attach the relevant documents with your application form
- Step 4** – Read the payment and refund terms and conditions
- Step 5** – Submit your application form and required documentation
- Step 6** - Attach your application fee of AU\$150 (Non refundable)
- Step 7** – Receive your letter of offer.

Personal Details

Title (please circle): Mr Miss Ms

Gender: Male Female

Family Name: _____

Given Name: _____

Middle Name: _____

Date of Birth: _____

Postal Address: _____

Suburb : _____

State: _____ Country _____ Post code: _____

Mobile contact: _____

Residential Address: _____

Suburb: _____

State: _____ Country _____ Postcode: _____

Home Phone Number: _____

Citizenship: _____

Are you a citizen of Australia or New Zealand or a Permanent Resident of Australia:

Yes > Do not complete this form No Write passport number below:

Academic Program Preferences

Name of the program/s you wish to apply for:

1. _____

2. _____

When do you wish to commence your studies?

Semester 1 Semester 2 Semester 3

English Language Proficiency

English is my first language Yes No

English was the language of instruction during my secondary studies and I gained a satisfactory pass in my final year.

Yes No

English was the language of instruction during my post-secondary studies

Yes No

I have completed a test of English language Proficiency

Yes No

Overall Band

IELTS date taken: core:

TOEFL date taken:

Documentary evidence must be provided

Further Education (Certificate, Diploma, Degree, Bachelor, Masters)

Are you currently completing or awaiting results of post-secondary studies?

Yes > Go to Section 1

No > Go to Section 2

Section 1

Name of University/Institution: _____

Date results available: _____

Documentary evidence must be provided. Please fax/email results as soon as they become available.

Section 2

Name of Qualification: _____

University/Institution: _____

Country: _____

Years attended (e.g. 2006 – 2009) _____

Date Completed: _____

Documentary evidence must be provided.

Work Experience/Relevant Employment History

Years: _____

Employer's Name: _____

Position held: _____

Duties: 1. _____

2. _____

3. _____

Documentary evidence must be provided. Please attach a current resume and copy of passport (face-page).

Recognition of Prior Learning (RPL)

Are you seeking RPL? Yes No

If you answered YES, you must attach detailed syllabuses/curricula of all subjects you have successfully completed and would like credit for.

Checklist

- Have you answered all the questions?
- Have you attached certified copies of your IELTS/OEFL results (if English is not your first language)

- Have you attached certified copies of your qualifications and academic transcripts?
- Have you attached a copy of your resume and a copy of your passport?
- If you are applying for RPL, have you attached the syllabuses/curricula?
- Have you read the Institute's refund and Payment Terms? See Terms & Conditions below
- Have you signed and dated the declaration?

Terms & Conditions

Study Plan and Course Monies - Year 1		
Semester 1		
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Semester 2		
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Study Plan and Course Monies - Year 2		
Semester 1		
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Semester 2		
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Application Fee (Non-Refundable)		AUD\$ 150
Total Course Monies Payable		AUD\$
Total Fees and Course Monies		AUD\$

6. **Conditions on enrolment/preliminary requirements**
 - b. As a condition of enrolment, the student agrees to abide by all the Institute

policies for the duration of their enrolment and to disclose any medical or health conditions that may affect studies or student welfare. Policies include:

- Complaints and Appeals Policy
- Course Progress and Attendance Policy
- Student Management Framework
- Student Transfer Request Assessment Policy
- Deferment, Suspension and Cancellation Policy
- Refund Policy.

c. As a condition of enrolment, the student authorizes the Institute to check visa entitlements electronically via VEVO on the Department of Immigration and Citizenship website:

http://www.immi.gov.au/e_visas/vevo.htm

7. **Course fees and other charges (course monies)**

Please see current the Institute International Student Fee Schedule available on the Institute website at www.cairnmillar.edu.au

8. **Payment of Course Fees and Refunds**

- f. Tuition Fees are normally payable six (6) months prior to the commencement of the first semester and tuition fees for subsequent semester are due one month (1) prior to the commence of each subsequent semester.
- g. All fees must be paid in Australian dollars.
- h. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of the calendar year
- i. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing.
- j. Refunds will be paid to the student or the person specified in the written agreement.

9. **Refund of course monies***

k. The Institute's refund policy applies to all course monies paid to the Institute and includes any course monies paid to an education agent to be remitted to the Institute.

- l. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted on the relevant Request to Defer/Withdraw from Internship form to Head of School.
- m. The Institute will refund within 4 weeks for all course monies paid where the student's application for enrolment is refused by the Institute or the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.
- n. Refunds for student default apply to tuition fees only. Tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment of behalf of the student has been made.
- o. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, tuition fees, that is, the 10% of Tuition Fees paid prior to commencing the course will not be refunded.
- p. The Institute must refund fees within 4 weeks of the receipt of written notification of withdrawal by the student's tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
- q. The Institute must refund within 4 weeks of the receipt of written notification of withdrawal by the student of tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
 - If written notice is received up to four weeks prior to commencement of the course, the Institute is entitled to retain an administration fee.
 - If written notice is received less than four weeks prior to commencement of the course no monies will be refunded.
 - If written notice is received more than six months after the commencement date of the student's course no refund of tuition fees will be made.
- r. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons;
 - Failure to maintain satisfactory course progress (visa condition 8202)
 - Failure to maintain satisfactory attendance (visa condition 8202)
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [if applicable]
 - Failure to pay course fees
 - Any behaviour identified as resulting in enrolment cancellation in the

Institute's International Student Manual.

- s. In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a full refund of all course money you have paid to date. The refund must be paid to you within 2 weeks of the day on which the course ceased being provided.
- t. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

*This is a simplified version of the full sample refund policy for the purposes of the written agreement with students and has been changed to suit individual Institute practices.

10. **Change of Address**

The student is obliged to notify the Institute of any change of address while enrolled at the Institute. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student's current address.

11. **Privacy**

Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

For more information on privacy, please refer to the Institute's Privacy Policy.

12. Agreement

All students must read and sign this written agreement.

I confirm I have received and understood information from the Instituter regarding the following:

- . Course(s) in which I am to be enrolled
- . Conditions on enrolment in the course(s)
- . All course and course-related fees
- . The Institute's Refund Policy
- . The sharing of personal information
- . Change of address obligations
- . Grounds on which my enrolment may be deferred, suspended or cancelled

Declaration by Applicant

I am aware of the conditions as they relate to my admission and agree to pay all fees for which I am liable by the required date. I have read and agree to the conditions relating to The Cairnmillar Institute Fees, Payment and Refund Terms.

I declare that the information about provided by me is true and complete in every detail. I acknowledge that the Institute can obtain further information from me about educational institutions I have attending or from the Australian Department of Immigration and Citizenship (DIAC).

Signed (Student)

Date

Appendix 2



Treatment | Education | Research

International Student - Letter of Offer

Dear

I write to congratulate you and to offer you a conditional place in The Cairnmillar Institute School of Psychology Counselling and Psychotherapy (CRICOS Provider No. 02781E).

1. The students details we have on file for you are as follows:

Student name:

Address:

Phone no:

Fax no:

Email address:

2. The details of your study program are as follows:

Course:

Mode of Study: Full-time on campus

Standard Duration: 2 years

Commencement date:

Deposit: AU\$ 150 (Non refundable)

Standard Tuition Fee: AU\$ total tuition fee
(AU\$ per first academic year payable on invoice)

Other Costs: Other costs include the Overseas Student Health Cover (OSHC), and other incidental costs such as the purchase of text books, photocopy cards and other expenses incurred by the student from time to time.

Please also refer to the current Institute International Student Fee Schedule at www.cairnmillar.edu.au

3. Conditions on enrolment/preliminary requirements

a. As a condition of enrolment, the student agrees to abide by all the Institute policies for the duration of their enrolment and to disclose any medical or health conditions that may affect studies or student welfare. Policies include:

- Complaints and Appeals Policy
- Course Progress and Attendance Policy
- Student Management Framework
- Student Transfer Request Assessment Policy
- Deferment, Suspension and Cancellation Policy
- Refund Policy.

b. As a condition of enrolment, the student authorizes the Institute to check visa entitlements electronically via VEVO on the Department of Immigration and Border Protection:

http://www.immi.gov.au/e_visas/vevo.htm

Course fees and other charges (course monies)

Please see current the Institute International Student Fee Schedule available at www.cairnmillar.edu.au

Payment of Course Fees and Refunds

- a. Tuition Fees are normally payable six (6) months prior to the commencement of the first semester and tuition fees for subsequent semester are due one month (1) prior to the commence of each subsequent semester.
- b. All fees must be paid in Australian dollars.
- c. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of the calendar year

- d. Refunds must be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing.
- e. Refunds must be paid to the student or the person specified in the written agreement.

Refund of course monies*

- a. The Institute's refund policy applies to all course monies paid to the Institute and includes any course monies paid to an education agent to be remitted to the Institute.
- b. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted on the relevant Request to Defer/Withdraw from Internship form to Head of School.
- c. The Institute will refund within 4 weeks for all course monies paid where the student's application for enrolment is refused by the Institute or the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.
- d. Refunds for student default apply to tuition fees only. Tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment of behalf of the student has been made.
- e. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, tuition fees, that is, the 10% of Tuition Fees paid prior to commencing the course will not be refunded.
- f. The Institute must refund fees within 4 weeks of the receipt of written notification of withdrawal by the student's tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
- g. The Institute must refund within 2 weeks of the receipt of written notification of withdrawal by the student of tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
 - If written notice is received up to four weeks prior to commencement of the course, the Institute is entitled to retain an administration fee.
 - If written notice is received less than four weeks prior to commencement of the course no monies will be refunded.
 - If written notice is received more than six months after the commencement date of the student's course no refund of tuition fees will be made.

- h. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons;
- Failure to maintain satisfactory course progress (visa condition 8202)
 - Failure to maintain satisfactory attendance (visa condition 8202)
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [if applicable]
 - Failure to pay course fees
 - Any behaviour identified as resulting in enrolment cancellation in the Institute's International Students Manual.
- i. In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a full refund of all course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided.
- j. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

*This is a simplified version of the full sample refund policy for the purposes of the written agreement with students and has been changed to suit individual Institute practices.

4. Acceptance of Offer

I, _____, have read the offer to study the Master of Counselling and Psychotherapy program (**CRICOS Provider No. 02781E**) Course Code at The Cairnmillar Institute commencing on, _____ and hereby accept the offer set out above.

I have received a copy of and read and understood the the Institute refund policy. Information collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and

Training to Overseas Students 2007.

I understand that information collected about me on this form and during my enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. I understand that in other instances information collected on this form or during my enrolment can be disclosed without my consent where authorised or required by law. For more information on privacy, please refer to the Institute's Privacy Policy.

I understand that the information provided to these authorities will include personal details and contact numbers, course enrolment details, including any changes or alterations to the program of study and the circumstance of any suspected breach of an International Student Visa Conditions.

I understand that any false or misleading information or documentation provided by me in relation to my application to study at the Institute, could result in my application becoming invalid. I also understand the Institute Internal Review and Progress Committee has the right to withdraw or amend my enrolment in this program.

Signed:

Print Name

Date

Appendix 3



Treatment | Education | Research

International Student - Engagement Agreement

Students details

Student name:

Address:

Phone no:

Fax no:

Email address:

Course Name –

Course start date:

Course end date:

Study Plan and Course Monies - Year 1		
Semester 1		
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Semester 2		
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Study Plan and Course Monies - Year 2		

Semester 1		
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Semester 2		
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Unit Name	Unit Code	Unit Fee
Application Fee (Non-Refundable)		AUD\$ 150
Total Course Monies Payable		AUD\$
Total Fees and Course Monies		AUD\$

c. Conditions on enrolment

As a condition of enrolment, the student agrees to abide by all Institute policies for the duration of their enrolment and to disclose any medical or health conditions that may affect studies or student welfare. Policies include:

- Complaints and Appeals Policy
- Course Progress and Attendance Policy
- Student Management Framework
- Student Transfer Request Assessment Policy
- Deferment, Suspension and Cancellation Policy
- Refund Policy.

d. As a condition of enrolment, the student authorizes the Institute to check visa entitlements electronically via VEVO on the Department of Immigration and Border Protection website:

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

13. Course fees and other charges (course monies)

Please see the current Cairnmillar International Student Fee Schedule available on the Institute website at www.cairnmillar.edu.au

14. Payment of Course Fees and Refunds

f. Tuition Fees are payable six (6) months prior to the commencement of the

first semester and tuition fees for subsequent semester are due one month (1) prior to the commence of each subsequent semester.

- g. All fees must be paid in Australian dollars.
- h. If the student changes visa status (e.g. becomes a temporary or permanent resident) he/she must continue to pay full overseas student's fees for the duration of the calendar year
- i. Refunds must be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested in writing.
- j. Refunds must be paid to the student or the person specified in the written agreement.

15. Refund of course monies*

- k. The Institute's refund policy applies to all course monies paid to the Institute and includes any course monies paid to an education agent to be remitted to the Institute.
- l. All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted on the relevant Request to Defer/Withdraw from Internship form to Head of School.
- m. The Institute will refund within 6 weeks for all course monies paid where the student's application for enrolment is refused by the Institute or the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.
- n. Refunds for student default apply to tuition fees only. Tuition fees must be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment of behalf of the student has been made.
- o. If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, tuition fees, that is, the 10% of Tuition Fees paid prior to commencing the course will not be refunded.
- p. The Institute must refund within 6 weeks of the receipt of written notification of withdrawal by the student's tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.
- q. The Institute must refund within six weeks of the receipt of written notification of

withdrawal by the student of tuition fees paid by or on behalf of the student less the amounts to be retained as agreed and detailed below.

- If written notice is received up to four weeks prior to commencement of the course, the Institute is entitled to retain an administration fee.
 - If written notice is received less than four weeks prior to commencement of the course no monies will be refunded.
 - If written notice is received more than six months after the commencement date of the student's course no refund of tuition fees will be made.
- r. No refund of tuition fees will be made where a student's enrolment is cancelled for any of the following reasons;
- Failure to maintain satisfactory course progress (visa condition 8202)
 - Failure to maintain satisfactory attendance (visa condition 8202)
 - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [if applicable]
 - Failure to pay course fees
 - Any behaviour identified as resulting in enrolment cancellation in the Institute's International Student Handbook.
- s. In the unlikely event that the Institute is unable to deliver your course in full, you will be offered a full refund of all course money you have paid to date. The refund will be paid to you within 6 weeks of the day on which the course ceased being provided.
- t. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

*This is a simplified version of the full sample refund policy for the purposes of the written agreement with students and has been changed to suit individual Institute practices.

16. Statement of Tuition Assurance

The Cairnmillar Institute (the Institute) acknowledges that under the provisions of the Higher Education Support Act 2003 (HESA) and the associated HEP Guidelines the Institute is required to provide a tuition assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa who are enrolled in higher

education courses it offers. This requirement is to protect students in the event that the Institute ceases to provide a course of study in which a student is enrolled. The meaning of ‘ceasing to provide a course of study is set out in the HEP Guidelines ([http://www.backingfaustraliafuture.gov.au/guidelines/hep guide htm](http://www.backingfaustraliafuture.gov.au/guidelines/hep_guide.htm)).

In the event that the Institute ceases to provide a course of study in which a student is enrolled the student is entitled to a choice of:

- c) an offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any student contribution or tuition fee for any replacement units (this is known as the “Course Assurance Option”);
OR
- d) a refund of his or her up-front payments for any unit of study that the student commences but does not complete because the Institute ceases to provide the course of study which the unit forms part (this is known as the “**Student Contribution/Tuition Fee Repayment Option**”)

The Institute has met the tuition assurance requirements of the HESA through its current membership of the Australian Council for Private Education and Training (ACPET) Australian Student Tuition Assurance Scheme (ASTAS).

If the Institute ceases to provide a course of study, ACPET will send a student enrolled in the course of study a Written Tuition Assurance Offer (the Offer) advising the student of the options available under the tuition assurance requirements. The Offer will include directions that the student must follow in order to notify ACPET of the choice they have made for each affected unit. ACPET will provide this Offer within twenty business days after it knows, or should know by reasonable enquiries that the Institute has ceased to provide the course or study.

The courses/s of study for which the Institute currently has ACPET ASTAS membership are:

Course	Qualification to which the Institute Course Leads
CRICOS Course No: 075444G Graduate Diploma of Psychology	
CRICOS Course No: 075445F Graduate Diploma of Professional	

Psychology CRICOS Course No: 075285F (Master of Psychology (Clinical Psychology)) CRICOS Course No: 072432B Graduate Diploma of Counselling and Psychotherapy CRICOS Course No: 072431C Master of Counselling and Psychotherapy	
--	--

A student may choose either:

The Course Assurance Option:

If a student accepts a place in a course offered by ACPET as named above, ACPET will offer the student the option of ACPET making all necessary arrangements to ensure a student is able to enrol in a similar course of study with a Second Provider. This offered course will lead to the same or a comparable qualification without any requirement on the part of the student to pay that Second Provider any student contribution or tuition fee for any replacement units.

The Second Provider nominated by ACPET may have different contribution amounts or tuition fees to the amounts or fee the student would have paid for units of study which were part of the course of study that the Institute ceased to provide.

A student is not obliged to enrol in a course of study with a Second Provider offered by ACPET under the Course Assurance Option. However, if he/she enrolls with any other provider there is no obligation on the provider to offer full credit transfer for the units of study completed with the Institute or to offer a replacement/s unit free of charge.

OR

The Student Contribution/Tuition Fee Repayment Option

If a student chooses the Student Contribution/Tuition Fee Repayment Option ACPET undertakes to pay the student the total of any up-front payments already paid by the student for any units of study the student has commenced but not completed. Students selecting this option will also get SLE or FEE-HELP balance/s re-credited for uncompleted units.

17. Change of Address

The student is obliged to notify the Institute of any change of address while enrolled at the Institute. This is to ensure that any notifications sent to the student advising of visa breaches are sent to the student's current address.

See Appendix 10 Change of Address/Personal Information form

18. Privacy

Information collected on this form and during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you on this form and during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

For more information on privacy, please refer to the Institute Privacy Policy.

19. Agreement

All students must read and sign this written agreement.

I confirm I have received and understood information from the Institute regarding the following:

- . Course(s) in which I am to be enrolled
- . Conditions on enrolment in the course(s)
- . All course and course-related fees
- . The Institute's Refund Policy
- . The sharing of personal information
- . Change of address obligations
- . Grounds on which my enrolment may be deferred, suspended or cancelled

I hereby declare that the information supplied by me is true and correct

I agree to pay all fees owing and by the due date

I have read, understood and agree to be bound by the above conditions of enrolment

Signed (Student)

Date

Appendix 4



Treatment | Education | Research

International Student Course Progress and Attendance Policy

1) Course Progress

- a) The Institute must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each semester of enrolment.
- c) Students who have begun part way through a semester will be assessed after one full period of attendance.
- d) The student's individual strategy for academic improvement will be monitored over the following semester by the Head of School and records of student response to the strategy will be kept.
- e) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next assessment period, the institute will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the Institute's internal complaints and appeals process.
- f) The Institute must notify the Department of Education via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
 - The student does not access the complains and appeal process within 20 days, or
 - Withdraws from the complaints and appeals process, or
 - The complain and appeal process result in favour of the Institute

2) Completion within expected duration of study (course progression)

- a) As noted in 1.a., the Institute must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of the course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The Institute will only extend the duration of the student's study except where the student will not complete their course within the expected duration due to:
 - Compassionate or compelling circumstances
 - Student participation in an intervention strategy as outlined in 1.e.
 - An approved deferment or suspension of study has been granted in accordance with the Institute's Deferment, Suspension and Cancellation Policy.
- d) Where the Institute decides to extend the duration of the student's study, the Institute must report via PRISMS and/or issue a new COE if required.

3) Course attendance

- a) Satisfactory course attendance of 80% of scheduled course contact hours.
- b) Student attendance is:
 - Checked and recorded daily
 - Assessed regularly
 - Recorded and calculated over each semester
- c) Late arrival at the Institute is recorded and will be included in attendance calculations.
- d) All absences from the Institute must be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Head of School.
- e) Any absences longer than 5 consecutive days without approval will be investigated.

- f) Students at risk of breaching the Institute's attendance requirements will be counselled and offered any necessary support when they have absences totalling X hours during any assessment period. [the Institute must judge at what point they think intervention and counseling is necessary]
- g) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, the Institute must advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the Institute's internal complaints and appeals process except in the circumstances outlined in 3.j.
- h) The Institute must notify DEEWR via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
- The student does not access the complaints and appeals process within 20 days
 - Withdraws from the complaints and appeals process
 - The complaints and appeal process results in a decision in favour of the Institute.
- i) Students must be reported for failing to meet the 80% threshold where:
- The student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by certificate, and
 - Has not fallen below the 70% attendance
- j) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.
- k) If a student is assessed as having nearly reached the threshold for 70% attendance, [insert position] will assess whether a suspension of studies is in the interests of the student as per the Institute's Deferment, Suspension and Cancellation Policy.
- l) If the student does not obtain a suspension of studies under the the Institute's Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will occur as

outlined in 3.h. – 3.i.

4) Definitions

a) Compassionate or compelling circumstances – circumstances beyond the control of the student that are having an impact on the student’s progress through a course. These could include:

- Serious illness, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents of grandparents
- Major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
- A traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologist’s reports)
- Where the Institute was unable to offer a pre-requisite unit
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

For other circumstances to be considered compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student’s progress through a course.

b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as registered course duration on CRICOS.

The Institute day – any day for which the Institute has scheduled course contact hours.

Appendix 5

International Student Orientation Checklist

Week 1 checklist

Orientation and Institute Tour Week 1

Student has been introduced to:

- International Student Coordinator
- Head of School
- Relevant Teaching Staff
- Academic Registrar
- Head of Administration School Administration Officer

Student has/understands:

- Mobile phone rules of use
- Emergency contact numbers of staff member
- Emergency number for fire, police etc is 000 in Australia or 112 from a mobile phone
- Institute dress requirements
- How to seek assistance on and off campus

Student has received information about or directed to website for:

- OH&S
- Complaints and Appeals Processes
- Available student support services
- Student visa conditions relating to course progress and attendance

- Grounds for suspension or cancellation of enrolment
- Academic Calendar
- Policies and Procedures
- Subject selection, textbooks etc
- Assessment policies and requirements
- Library access

Other Information/Activities:

- Information about Cultural Awareness/Culture Shock/Adjusting to life in a new environment
- Orientation to local area – shops, banks, post office, etc.

Student interviews to check adjustment will be undertaken by International Student Coordinator.

Appendix 6



Treatment | Education | Research

Letter of Intention to Report Progress

Date:

Student name:

Current Address:

Phone no:

Email address:

This letter is to inform you that under section 20 of the Education Services for Overseas Students Act 2000 (ESOS Act), The Cairnmillar Institute (the Institute) intends to report you to the Department of Immigration and Citizenship for unsatisfactory course progress.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- Maintain enrolment in a 'registered course'
- Attended classes, and
- Achieve a satisfactory academic result

According to our records, you have not achieved satisfactory course progress as defined in the National Code of the ESOS Act [and the Institute's course progress processes and procedures attached, if applicable].

You have 20 days in which to appeal the Institute's decision in accordance with the Institute's Complaints and Appeals Policy attached.

Professor Gerard Kennedy
Head of School

Appendix 7



Treatment | Education | Research

Letter of Intention to Report for Unsatisfactory Attendance

Date:

Student name:

Current Address:

Phone no:

Email address:

This letter is to inform you that under section 20 of the Education Services for Overseas Students Act 2000 (ESOS Act), The Cairnmillar Institute(the Institute) intends to report you to the Department of Immigration and Citizenship for unsatisfactory attendance.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- Maintain enrolment in a 'registered course'
- Attended classes, and
- Achieve a satisfactory academic result

According to our records, you have not achieved satisfactory course attendance as defined in the National Code of the ESOS Act [and the Institute's course progress processes and procedures attached, if applicable].

You have 20 days in which to appeal the Institute's decision in accordance with the Institute's Complaints and Appeals Policy attached.

Professor Gerard Kennedy
Head of School

Appendix 8



Treatment | Education | Research

Application for Student Transfer/Letter of Release

Date:

Student name:

Current Address:

Phone no:

Email address:

Date of application:

Date of intended withdrawal (last day of study at the Institute):

Reason for withdrawal:

Attachments required

Attach a letter of offer from the institution to which you wish to transfer.

If there are any gaps between school approved accommodation, support and general welfare arrangements please detail any Department of Immigration and Border Protection approved interim arrangements.

Attach any relevant supporting documentation.

This application will be assessed once all documentation has been received. The Institute may ask for more documentation if it requires it. Applications are usually processed in ten working days.

Student Signature:

Printed Name:

Appendix 9



Treatment | Education | Research

Letter of Release

Date:
Student name:
Current Address:
Phone no:
Email address:

Dear Student

We have received your application for a letter of release. As the reasons stated in your application fall within the Institute's Student Transfer Request Assessment Policy, the Institute is pleased to grant your request.

While studying in [enter course name] at the Institute from --/--/-- until --/--/-- , [name of student]

a) [statement about whether or not student demonstrated a commitment to his/her studies]

b) [statement about whether or not student had a good attendance record]

c) [statement about whether or not student paid all fees for course]

You should be aware that your decision to transfer to a different Higher Education Provider and/or University may have visa implications. You should contact the nearest Department of Immigration and Citizenship office as soon as possible to discuss any visa implications with them.

If you wish to seek a refund of fees, please refer to the Institute's Refund Policy previously provided to you and follow the appropriate procedure.

Professor Gerard Kennedy
Head of School

Appendix 10



Treatment | Education | Research

Letter of Refusal

Date:

Student name:

Current Address:

Phone no:

Email address:

Dear Student,

We have received your application for a letter of release. As the reasons stated in your application did not meet the Institute Student Transfer Request Assessment Policy, regrettably the Institute has refused to grant your application.

You have the right to appeal the Institute's decision in accordance with the Institute's Complaints and Appeals Policy which is attached.

If you choose to appeal, until the process is complete, you must continue to maintain your enrolment and attendance at all classes as normal.

Professor Gerard Kennedy
Head of School

Appendix 11



Treatment | Education | Research

Courses Deferral / Withdrawal / Leave of Absence Request Form

Form Submission Date *(to be completed by Student)*: _____ / _____ / _____

I, _____ the undersigned, wish to:

- Defer** (if you wish to defer your offer for a course that has not yet started)
- Withdraw** (if you wish to withdraw permanently from your course or unit)
- Change Course**(if you wish to transfer your enrolment to another course within the Institute)
- Leave of Absence** (if your course has begun and you require time off) from the following the Institute Course or Unit(s) of Study: (please tick)

Graduate Diploma of Counselling and Psychotherapy

Specify unit(s) of study if applicable:

Graduate Diploma of Psychology

Specify unit(s) of study if applicable:

Graduate Diploma of Professional Psychology

Specify unit(s) of study if applicable:

Master of Psychology (Clinical Psychology)

Specify unit(s) of study if applicable:

Master of Counselling and Psychotherapy

Specify unit(s) of study if applicable:

Internship

Specify unit(s) of study if applicable:



OFFICE USE ONLY:

1. To be completed by the Academic Registrar

This **deferral** / **leave of absence** / **withdrawal** request is submitted after the relevant semester's census date: **Yes** / **No**

If **YES**, state the semester and the relevant census date:

/ /

Penalty incurred:

2. To be completed by the Head of School

I **accept** / **do not accept** the **deferral** / **withdrawal** / **leave of absence** request from the aforementioned student.

Name:

Signature:

Date:

/ /

Appendix 12



Treatment | Education | Research

Letter Informing Student of Intention to Suspend or Cancel Enrolment in the Case of Extenuating Circumstances

Date:

Student name:

Current Address:

Phone no:

Email address:

Dear Student,

This letter is to inform you that the Institute intends to

- Suspend your enrolment for ___ days /weeks /months
- Cancel your enrolment

This is due to:

Suspension and cancellation of enrolment can have an effect on your student visa as a result of changes to enrolment status. Please contact the Department of Immigration and Border Protection on 131 881 or contact the local Department of Immigration and Border Protection office to see if this will affect you.

You have 20 working days in which to appeal the decision in accordance with the Institute's Complaints and Appeals Policy a copy of which is attached.

However, on this occasion the Institute has determined that extenuating circumstances apply in this case. The details are as follows:

For this reason your enrolment will be suspended / cancelled immediately. This will not affect your ability to access the complaints and appeals processes of the Institute .

Professor Gerard Kennedy
Head of School

Appendix 13



Treatment | Education | Research

Change of Address/Personal Information Form

Family Name

Given Name

Student ID _____

Date of Birth _____

New Address

Details of New Name (can only be changed if proof is attached)

Phone Number

Mobile Number

Personal Email address

Student Email address

Signature _____ Date _____

Processed by _____ Date _____

Pepi details _____ Date _____

References

Commonwealth of Australia 2007 ISBN 0 642

The Education Services for Overseas Student Act 2000 (ESOS)

<http://aei.dest.gov.au/AEI/ESOS/Default.htm>

Higher Education Support Act 2003

www.comlaw.gov.au/

Last updated January 2015