



Gamma Education & Training

INTERNATIONAL
STUDENT
HANDBOOK

Brisbane | Sydney



Welcome to Gamma Education & Training



CEO MESSAGE

Guided by five (5) core values; engage, immerse, learn, reflect, & grow – Gamma Education & Training strives to uphold quality education. Vocational education and training (VET) is all about developing industry-specific skills and applied knowledge. Therefore, industry relevance is at the heart of our delivery. To optimise learning, we proactively identify and support the needs of our students.

Since immersive training is associated with higher student engagement, we hope that you enjoy every single training session with us. Gamma Education & Training continuously collects student feedback about training delivery, learning resources and staff. This feedback allows our staff to make training even more immersive and enjoyable for you. Our aim is to turn every element of classroom training into a real-world skill for you. As assessment is the only way to reliably measure students' learning, our assessment practices are fair, flexible, valid and reliable.

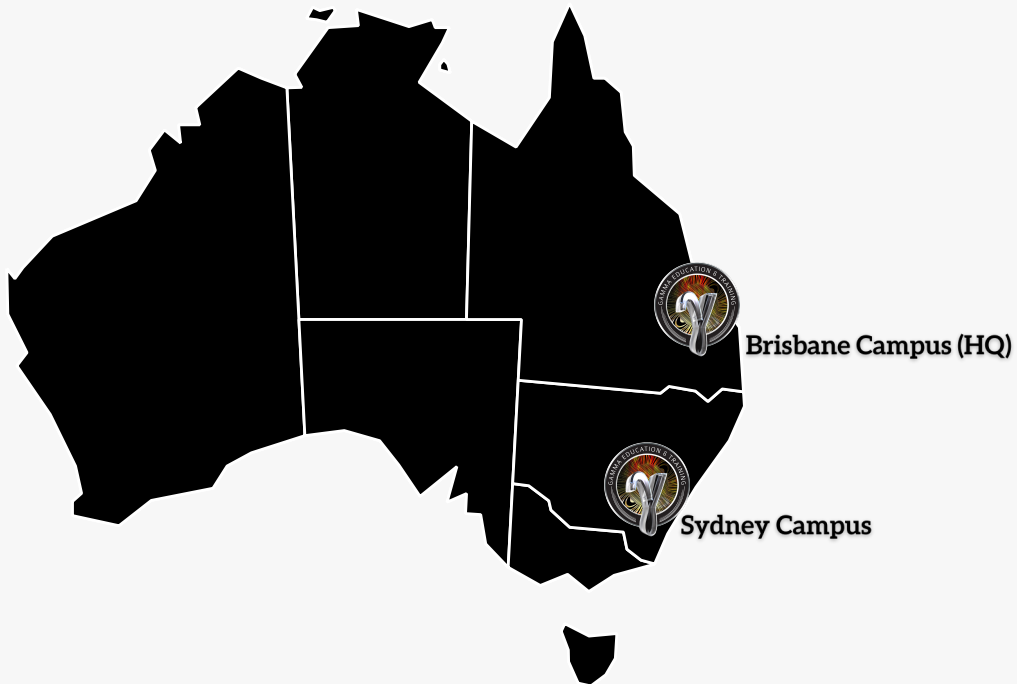
At Gamma Education & Training, each learner is properly informed and protected. We systematically provide accurate, transparent and accessible information on courses to inform prospective and current students. As it is not possible that all students remain happy with our practices all the time, students have timely access to complaints and appeals that are recorded, acknowledged and dealt with fairly, efficiently and effectively.

To conclude, I wish that you enjoy your study with Gamma Education & Training. I hope that Gamma Education & Training lives up to your expectations.

Kiran Wurring

Chief Executive Officer (CEO) “Knowledge makes us effective at a task, and skills make us economical”

Contact Us



Brisbane Campus (HQ)

- **Address:** Ground Floor, 252 St Pauls Terrace, Fortitude Valley QLD 4006
- **Phone Number:** +61 7 3075 7099
- **Email:** enquire@gamma.edu.au



Sydney Campus

- **Address:** Level 3, Suite 3.09-3.11, 22-36 Mountain Street, Ultimo, NSW 2007
- **Phone Number:** +61 2 8970 4623
- **Email:** sydney@gamma.edu.au

Australian Qualifications Framework (AQF)

Gamma Education & Training Pty Ltd (GAMMA) offers AQF Qualifications. The Australian Qualifications Framework (AQF) enables the alignment of qualifications between different Australian education providers (e.g., University, Vocational RTO) and international education providers. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework. Students can refer to the Figure above as it is useful for determining course credits and recognition of your previous experience and study.

Australian Qualification Framework

AQF levels and the AQF levels criteria are an indication of the relative complexity and/or depth of achievement and the autonomy required to demonstrate that achievement. AQF level 1 has the lowest complexity and AQF level 10 has the highest complexity. The AQF level summaries are statements of the typical achievement of graduates who have been awarded a qualification at a certain level in the AQF.

Nationally Recognised Training

GAMMA is a Registered Training Organisation (RTO Code, 41406; CRICOS Provider Code: 03580F) delivering education in business, administration, leadership & hospitality sectors.



Gamma Education Course Options

Brisbane Campus Course Options

Foundation Skills Courses

- Certificate II in Skills for Work and Vocational Pathways

Cookery & Hospitality Courses

- Certificate III in Commercial Cookery
- Certificate IV in Commercial Cookery
- Certificate III in Hospitality
- Diploma of Hospitality Management
- Advanced Diploma of Hospitality Management

Patisserie Courses

- Certificate III in Patisserie
- Certificate IV in Patisserie

Business Courses

- Certificate II in Workplace Skills
- Certificate III in Business
- Certificate IV in Leadership and Management
- Diploma of Leadership and Management
- Diploma of Project Management
- Diploma of Business
- Advanced Diploma of Leadership and Management
- Advanced Diploma of Business

Information Technology Courses

- Certificate IV in Information Technology
- Diploma of Information Technology
- Advanced Diploma of Information Technology

Graduate Diploma

- Graduate Diploma of Management (Learning)

CRICOS
Course Code

Course Code

Duration

106985F

FSK20119

26 Weeks

105878F

SIT30816

52 Weeks

102231C

SIT40516

78 Weeks

105879E

SIT30616

26 Weeks

095266K

SIT50416

78 Weeks

095269G

SIT60316

104 Weeks

105876H

SIT31016

52 Weeks

105877G

SIT40716

78 Weeks

106984G

BSB20120

26 Weeks

106986E

BSB30120

40 Weeks

103988E

BSB40520

52 Weeks

104317C

BSB50420

78 Weeks

104079A

BSB50820

78 Weeks

105409B

BSB50120

78 Weeks

105411H

BSB60420

65 Weeks

105410J

BSB60120

65 Weeks

108160J

ICT40120

52 Weeks

108161H

ICT50220

78 Weeks

108162G

ICT60220

104 Weeks

105408C

BSB80120

104 Weeks





Gamma Education Course Options

Sydney Campus Course Options

Foundation Skills Courses

- Certificate II in Skills for Work and Vocational Pathways

Cookery & Hospitality Courses

- Certificate III in Commercial Cookery
- Certificate IV in Commercial Cookery
- Diploma of Hospitality Management
- Advanced Diploma of Hospitality Management

Business Courses

- Certificate II in Workplace Skills
- Certificate III in Business
- Certificate IV in Leadership and Management
- Diploma of Leadership and Management
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BSB30120

40 Weeks

103988E

BSB40520

52 Weeks

104317C

BSB50420

78 Weeks

104079A

BSB50820

78 Weeks

105409B

BSB50120

78 Weeks

105411H

BSB60420

65 Weeks

105410J

BSB60120

65 Weeks

105408C

BSB80120

104 Weeks



TRAINING & ASSESSMENT

GAMMA is committed to delivering high quality training and assessment services that meet the expectations of students.

Competency based training and assessment

Competency based training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of completing a program of training or based on workplace experience and learning. Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that an individual can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards (reference: State Government of Queensland, Australia).

Aspects of work performance included in this concept involve:

- Performance at an acceptable level of technical skill;
- Organising one's tasks;
- Responding and reacting appropriately when things go wrong; and
- Transferring skills and knowledge to new situations and contexts.

Competency Standards are statements of the required workplace levels of performance.



Principles of Training and Assessment

Training and assessment strategies developed by GAMMA. Will adhere to the following principles:

- Training and assessment strategies are developed for each unit of competency that will be delivered and assessed. Each strategy provides a framework to guide learning requirements and the training and assessment arrangements of each training product – the macro level requirements of the learning and assessment processes.
- All competencies will require the development of a training and assessment strategy.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups

- Training and assessment strategies will be validated annually through the internal review procedures and industry consultation.

Quality training and assessment principles

GAMMA will apply the *Principles of Assessment and the Rules of Evidence* to achieve positive outcomes.

Principles of assessment

To ensure quality outcomes, assessment should be:

- Fair
- Flexible
- Valid
- Reliable

Fair

The individual learner's needs are considered in the assessment process.

Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary. Learners have access to the appeal form online through RTO website, www.Gamma.edu.au. Appeal forms will also be provided along with the Learner Assessment Guides.

Flexible

Assessment is flexible to the individual learner by:

- Reflecting the learner's needs;
- Assessing competencies held by the learner no matter how or where they have been acquired; and
- Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Valid

Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- Assessment of knowledge and skills is integrated with their practical application;
- Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- Judgment of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements

Reliable

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- Valid
- Sufficient
- Authentic
- Current

Valid

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficient

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgment to be made of a learner's competency.

Authentic

The assessor is assured that the evidence presented for assessment is the learner's own work.

Current

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the

present or the very recent past. This is particularly relevant to RPL.

ASSESSMENT POLICY

GAMMA acknowledges the critical role that assessment plays in determining that students have skills and knowledge. In developing the assessment (including RPL) for the units of competencies, the RTO ensures:

- Compliance with the assessment guidelines from the relevant training package and unit of competency.
- Assessment leads to a statement of attainment under the Australian Qualifications Framework (AQF).
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment.
- Evidence collected conforms to the rules of evidence.
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- Timely and appropriate feedback is given to students/learners.
- Assessment complies with GAMMA's access and equity policy.
- All students/learners have access to re-assessment on appeal.
- All students have up to **2 attempts** free of charge in completing the assessment and after that fees will be charged, and student will be out on risk at failing the unit of competency.

GAMMA implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. GAMMA recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions outlined by the relevant training package. Numerous approaches to assessment are used by the Institute staff. Assessment approaches may include observation of performance in class, workshops or laboratories, case studies, projects, assignments, presentations, role plays, written tests and exams.

Students will be given advance notice of the due date and the nature of assessments and will not be expected to sit an assessment they have not prepared for. In other words, Assessment happens after Training.

A complete qualification includes several units of competency. Each unit of competency includes multiple assessments and after each assessment the student's submission will be marked **S – Satisfactory** or **U – Unsatisfactory**. After each assessment, verbal and written feedback will be provided. The result for an overall Unit of competency will be recorded as **C – Competent** and **NC – Not Competent**. Therefore, within a particular unit of competency, the student must get S – Satisfactory grade in each of the assessment task to get overall **C-Competent** grade.

Students will be given 3 attempts to demonstrate competency at each assessment. If students are unable to demonstrate competency after three attempts at an individual task, they will be deemed **Not Competent (NC)** and must re-enroll and undertake the unit again. This will incur a fee.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the he/she was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances that are beyond the student's control. For example, an instance of serious illness or death of a close family member.

Unique Student Identifier (USI)

The RTO cannot issue any AQF Qualification without USI. Students will need to provide GAMMA their Unique Student Identifier number. A Unique Student Identifier (USI) is a reference number made up of numbers and letters unique to each student. This USI allows students to link their previous and future VET qualifications into a single authenticated transcript (is accessed online). USI will allow students to see completed training results from all previous providers. A USI Number will stay with the student for life. Although, USI is required prior to the issuance of qualifications to students, to avoid any delays the RTO requests all students to provide their USI during enrolment.

Note: USI is easy to complete, hence, students can create their USI online. Please refer to the website: <https://www.usi.gov.au/students/how-do-i-create-usi>

Currency of training

GAMMA implements a policy and procedure to ensure that it delivers current AQF training package and accredited courses. This policy and procedure ensure new training package and accredited courses will be implemented within 12 months of their introduction and that Students' are fully informed of the process and subsequent transition arrangements.

OUR STUDENT SUPPORT

GAMMA has a range of student support services for each phase of your journey with us. The institute's Staff will support you in all **5 phases** of student journey. Our available support examples are provided under each phase of your journey with us.

Phase 1 - Marketing and recruitment

During the first Phase, GAMMA provides you with accurate and factual information about our courses & services in a timely manner. Since this is a crucial stage as students choose their education providers, we are here to answer your questions (via phone, email, in person if onshore). After reading website, Student Handbook is the important document that will inform you about most things you need to know about the RTO and our services. If you think you have enrolled into a wrong course, **you may reject our student offer.**

Phase 2 – Enrolment

Phase 2 involves student's enrolment and pre-enrolment with GAMMA. Before finalising enrolment, GAMMA ensures that potential students meet Admission criteria (English language, literacy & numeracy skills, age, academic & visa requirements, computer literacy). Our enrolment staff will help students in case of any questions relating to pre-enrolment phase. Information gathered along with documentary evidence during the Enrolment phase will allow the RTO to know whether you meet admission requirements for course (s).

During this phase, GAMMA also informs students about course delivery and assessment, pre-paid fee, itemized fee, course fee, refunds and fees protection mechanism, ensuring that students' rights are protected. Students are also informed about complaints and appeals policies and processes and our education agents.

We will systematically assess your application for course credits (RPL, CT) during this phase. Course credits will lead to shorter eCoE with reduced cost, reduced study and possibly, reduced visa duration.

CREDIT TRANSFER (CT)

GAMMA recognises qualifications and statement (s) of attainment issued by other Registered Training Organisations. Applicants who have successfully completed any of our unit (s) of competency for the qualification with another CRICOS provider can apply for credit transfer. **Note:** The completed unit of competency CODE and TITLE must match to the competency for which you wish you obtain credit transfer.

Credit transfer reduces the time, cost and study load associated with completing a qualification. There is no charge for processing Credit Transfer applications. There is a *pro-rata* reduction in course fees if Credit Transfer is applied for and granted.

Students may apply for Credit Transfer by ticking the enrolment form for credit transfers and providing more information with supporting evidence in pre-enrolment phase. Documentation must include original certificates (with Record of results) / statements of attainment. Further information on the CT process can be accessed by contacting the Institute. Please note that Credit Transfer applications can only be considered for whole units of competency. GAMMA ascertains credit transfers via the *pre-enrolment survey* prior to your enrolment. CT are free of charge and students eCoE duration will be adjusted.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for **Recognition of Prior Learning (RPL)**. Please note that RPL applications can only be considered for whole units of competency. An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for. An RPL application may only be made after enrolment and payment of fees and must be made using the Institute's **RPL application form** that will be available during orientation. RPL in a unit will be granted after students have completed the institute's RPL assessment requirements for that unit. Students must attach verified copies of all relevant documents to the RPL application form. There is a fee charged for each RPL application made based on the number of units applied. The RPL fee listed in the fee schedule section of the Student Offer and is non-refundable irrespective of the outcome of the RPL application. It is recommended that students seek advice from the Institute before commencing an RPL application. GAMMA ascertains RPL via the *pre-enrolment survey* prior to your enrolment. The student's eCoE duration and fees will be adjusted as per the RPL given.

Pre-enrolment Assessment

Selection for enrolment in both courses will be approved for applicants who meet the qualification **admission criteria** during **Pre-enrolment phase**

including a brief interview prior to the confirmation of enrolment at GAMMA. This is to ensure that the student has relevant skills required to undertake and successfully complete the qualification within the timeframe specified on electronic confirmation of enrolment (eCoE).

Enrolment Steps

Since this is a complex stage requiring steps in the right order, the following table will conveniently guide you through enrolment steps:

Enrolment Steps	Fee (s) Payable	Student Task	Purpose	RTO Response
Step 1	Not Applicable at this stage	<p>Student will read marketing information from Course Marketing Flyer (s), and the RTO staff.</p> <p>Student will also read Student Handbook that contains comprehensive information for students. The RTO staff will individual email Student Handbook to the potential student during recruitment ensuring that it is read and understood.</p>	<p>The student will assess the marketing materials whether the course, RTO and country are suitable for the student. This is a critical step and students are advised to discuss marketing information with their superiors, RTO staff and / or parent/ guardians.</p>	<p>The RTO will provide further information (in addition to student handbook, marketing flyer, if the agent is involved) if required by the student.</p>
Step 2		Student will also fill Enrolment Form.	RTO will assess whether all documents are submitted by student as per Enrolment Form Document Checklist.	RTO will clarify certain points in Enrolment Form or Documents submitted (mistakes, errors by student on Enrolment Form) if further clarity is required.
Step 3		Pre-enrolment Assessment (information gathering, Oral Interview in person, or SKYPE)	It is a pre-enrolment assessment that will allow the RTO to know more information about the student (i.e., course credits, English level, student expectations, course suitability to students, students' prior experience, student support requirements, computer literacy etc.)	The RTO will assess students' responses to Enrolment Form, Pre-enrolment Assessment and Oral Interview to ascertain whether: The RTO and its courses are suitable for students, the student has required prior skills and knowledge to undertake and complete the course within COE timeframe, support needs, English levels, computer literacy, student expectations and obligations.
Step 4	No fees are acceptable prior to the student agreeing to the RTO Offer and conditions by way of signing.	The RTO either provides the student the Student offer & Written Agreement Or Offer Rejection Letter .	<p>If the student meets all admission requirements, the RTO will send a formal student offer with written Contract outlining detailed conditions, policies and procedures, fees and refunds. A student will be Entering into a FORMAL Agreement with the RTO at this stage.</p> <p>Alternatively, if the Student did not meet the admission requirements the RTO will send an Offer Rejection Letter outlining reasons.</p>	The RTO will check whether the student has signed Course Acceptance appropriately and every page of the document. RTO may seek further clarification whether the student understood the conditions.
	If the student has been sent a refusal letter , the Enrolment Phase is finished here, and the student can apply at a later time point if they meet the admission criteria. No fees have been accepted till this point, hence, refunds are not applicable.			

Step 5	Student pays 1 st Fees instalment required for eCoE.	Minimum fees are mentioned in the student offer and the student pays the fees. All installments are mentioned. After the student pays the fees, Electronic Confirmation of enrolment (eCOE) is issued and the RTO asks whether the student needs any more information.	The student receives the eCoE outlining course & fees paid from RTO. The student checks information on the eCoE for accuracy.	The RTO ascertains whether the student has paid and received the eCoE.
Step 6	Further fees are only payable if the student needs additional service from the RTO (e.g., airport pick up, accommodation arrangement etc.). Student makes these requests via Enrolment application.	Student Applies for Australian Student Visa	The RTO responds to the student with fees and invoice if the student has requested additional services (e.g., airport pick up, accommodation arrangement etc.)	The RTO helps the student in providing any information about studying in Australia.
Step 7 (This step applies only if the Student Visa is Refused)	Refund of pre-paid (e.g., 1 st Fees instalment) as per the Student Written Agreement only if the visa is refused	Student fills the Refund application form	The RTO responds to the student with refund details as per the written contract.	The RTO refunds the money as per its refund policy outlined in the Student offer & Course Acceptance Agreement.
Step 8		Student arrives in Australia and attends the RTO Orientation	The RTO takes the Orientation Program. Additional services are provided to the student if the student has requested any.	The RTO orientation is a great way in getting to know the RTO staff and facilities and course curriculum and information about buses, time tables, trains etc.

Phase 3 - Support and progression

We will support you by providing you access to our support as identified during the enrolment phase. Our purpose here is to maximise the study outcomes for you. We will make use of information provided by you to systematically assess whether you need any support. This support for example, may include helping you with English if you have problems understanding Australian English. The RTO has the provision of **free extra classes** and students will be informed regularly on how and when to access classes. The RTO will support you by promptly responding to your **complaints** and **appeals**. We have independent mediation services if the student complaint and appeal is not resolved internally. Furthermore, we will conduct a **comprehensive orientation session** informing you about important milestones relevant to **Course Progress** and **minimum course attendance** that you need to know to complete your studies with us. To ensure that you progress through your course, we will give you timetable by listing various readings before and after classes. Additional, trainer and assessor contact will be afforded when the need is identified, or the student has requested it. Our course delivery is structured such that our cohort of students can finish the course within eCoE timeframe. Our trainers have mapped relevant industry standard textbooks chapters to specific units of competency to make your learning an enjoyable process. In other units, you will be provided adequate learning materials to study.

Phase 4 - Training and assessment

Our qualified trainers and assessors will be able to support you throughout your studies by using available means possible as per our Support Policy. The support will include extra classes, extended trainer contact, helping you with appeals, Skype support, email support, answering your questions within classes, providing reasonable adjustments during assessment if the need arises, allowing you **2 free attempts** for assessment completions. Students will be able to access our facilities (i.e., simulated learning, laptops/computers, extra classes). Our course length is determined so that you absorb the required skills and knowledge. We will endeavour to provide you with valid & well-explained assessment activities reflecting fairness. Learning and assessment timetable will be provided to you during the orientation, specifically guiding you to important milestones. We will provide with timely feedback during the training and assessment processes. Students will be given helpful feedback for their completed assessments, allowing positive outcomes.

AQF Certification

We will ensure that students receive AQF Certification in a timely manner. All Qualifications or Statement of attainments will be given to students within **30 Calendar days**. All staff that is in immediate contact will support you for Certification-related requests.

Student Note: See Academic Course Progress & Intervention Policy & Procedures for students who fail to complete their course.

STUDY STRCUTURE & STUDY TIPS

In Australia, much emphasis is placed upon regular learning over time. As a tip for the student, you must commence research about an assignment and exam early on and not at the last minute. Learning in small sessions will be very effective than learning and preparing for an exam the last day. Vocational education & training is an integrative learning – meaning that knowledge and skills are developed together. The best way is to simply turn up to your classes and participate with trainers and fellow students. Cooperative learning has the best outcomes when compared to individual learning.

To be a successful as the student in Australia, you will need to adapt to these methods of learning. Most education institutions in Australia are willing to help as they offer support and assistance to develop effective study skills.

Our trainers understand the difficulties in getting used to different study methods. Our training staff will be patient in helping you to develop new skills.

In VET education at our RTO, the student is required to attend 20 hours of classes per week. Classroom activities will involve instruction based on theory and practical. Your trainer will present the lecture on Power-Points. For any classroom session, at a minimum, you must have the following:

- Notebook & pen pencil
- Prescribed Textbooks (if applicable)

Additionally, please keep your **Study Structure** with you. The **Study Structure** will give you weekly readings to be done as a preparation for class activities. Study structure for each qualification is provided in the Tables. This is an effective way to keep up to date with course progress. Students are reminded that our courses contain lot of practical / group activities. Your trainer will pair you with fellow students to form a team. You may also select or form your own team.

A TIP: More you will practice and learn in groups, the more quickly you will know how to apply knowledge to actual tasks. As per research, Group learning produces significantly better skills than individual learning.

PRINTING

Students need to contact the RTO receptionist for printing. All the printing that is required for your coursework is free of charge. However, payments (**25 cents** per page black & white, **60 cents** per page for Colored printing) will be applicable if you want to print something personal. The RTO does not do photo printing.

LOCAL LIBRARIES - BRISBANE

GAMMA recommends all students to do their research using our RTO library of books (i.e., can be borrowed on-campus). Books, magazines and other reference materials are available for on-site reading. Students are required to communicate with the Student Administration Officer if they need to take it out outside the campus. It contains a wide range of books related to studies. Library resources are free for students to use and return.

Following is the list of nearby libraries that can be used *free of charge* upon registration:

New Farm Library

Address: 135 Sydney St, New Farm QLD 4005



Brisbane Square Library Address: Brisbane Square, 266 George St, Brisbane City QLD 4000

Website: <https://www.brisbane.qld.gov.au/> Supreme Court of Queensland Library (library with comprehensive collection of international / national business law resource) Address: 415 George St, Brisbane City QLD 4000 Website: <http://www.sclqld.org.au/>



Phone: (02) 9273 1414

Ultimo Library Public Library

1/40 William Henry St
Phone: (02) 9298 3110
Haymarket Library

SciTech Library | University of Sydney Library

Jane Foss Russell Building
G02/160 City Rd, Sydney NSW 2006
Phone: (02) 8627 8711

Haymarket Library

744 George St
Phone: (02) 8019 6477

Library Express

Public Library
456 Kent St
Phone: (02) 9242 8555



Customs House Library

Public Library 31 Alfred St

Phone: (02) 9242 8555

Students can ask our friendly staff for more information about these libraries and their memberships. Generally, Sydney-based libraries require the student to complete an application form supported by proofs of identification. Students can visit the website of the libraries to learn more about registering with them.

Course Fees

Item-wise tuition fees have been provided in Marketing Brochure (s). Students are referred to individual qualification's marketing Brochure (s) for detailed fee information. Student Offer & written Agreement also accounts fee adjustments after course credits (if applicable). Student Offer will also include a fee payment plan.

NON-TUITION FEES (Only applicable if requested by the Student)

OSHC (non-tuition fees): This fee depends on the individual and number of dependents you have.

Visit the Weblink for more information:

- www.Nib.com.au
- www.ahm.com.au
- www.medibank.com.au

Non-tuition fees

Airport pickup fees & accommodation fees are applicable case-by-case and are informed case-wise via email. Students are to make the request

Making the instalment payment

You may transfer the funds electronically to the Gamma Education & Training bank account (Bank name: **Westpac Bank**; Gamma Education, **BSB: 034010; Account: 403124, Swift Code: WPACAU2S**). Alternatively, you may send the Bank Cheque made to 'GAMMA'. Onshore international students may also pay cash at the RTO's reception.

No Fees changes after the finalisation of Written Agreement

Once the student and GAMMA sign the written agreement (i.e., **STUDENT OFFER & WRITTEN AGREEMENT**), fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then, any fee changes will be applicable for the extended component of the course and student will be notified during the change.

REFUND POLICY

How to lodge refunds?

Refund applications must be made in writing to GAMMA by way of filling out the refund application form that is available on our website. The student refund application form must be used as the written application for the refund. Alternatively, the Institute can send the refund application form to the student upon request made by the phone, mail, or email. Refunds will be made within **2-weeks** of receiving the refund application form. Students are to include a statement explaining (in the student refund form) how the refund was calculated along with the reasons for refund.

TERMINOLOGY USED FOR REFUNDS

Tuition fees: Fees paid by the student to the RTO for the training and assessment services provided by the RTO. The Tuition fees do not include any other fees, e.g., materials fees, OSHC, application fees, airport pick up fees etc.

Materials fees: Fees paid by the student to the RTO for course related materials, e.g., materials supplied for student learning.

Enrolment Application fees: Fees paid by the student to the RTO for the costs of processing a student enrolment application and time that the RTO has spent in assessing students for enrolment.

Bank Charges: Any refunded amount attracting bank charges and currency exchange fees will be applied at the rate charged to the Institute.

How to lodge refunds

Refund applications must be made in writing to the Institute by way of filling out the refund application form available at the RTO website. The student refund application form must be used as the written application for the refund. Alternatively, the institute can send the refund application form to the student upon request made by the phone, mail, or email. Refunds will be made within **2-weeks** of receiving the refund application form appropriately filled. Students are to include statements explaining 1) how the refund was calculated and 2) reasons for the refund.

Student course withdrawal

If the student wants to withdraw from the course after some fees have been paid, refunds will be made in accordance with the refund policy outlined here.

- If a course withdrawal is notified in writing and received by the institute on the *commencement date or after the course commences*, the refund for the current unit of competency will not be provided as the RTO has already reserved its seat for the student. Future pre-paid fees will be refunded *minus* the fees for current unit and the enrolment application fees.
- The refund of the pre-paid tuition fee for the future unit (s) of competency (where the student has notified before the commencement date

- of the Unit (s) of competency) less **Enrolment Application fees** will be made available.

Refunds will be calculated as follows:

Student's Default

Student default is a set of circumstances whereby the student is in breach of this written agreement. All students are required to provide reasons relating to the course fees refunds. A space is allocated in the refund application form for students to provide reasons for refunds. Provided reasons will be assessed to make refund judgements relevant to specific situations. The rationale here is that the future pre-paid fee minus enrolment application fees and fees for current unit will be refunded.

Qualification not being delivered

In the unlikely event that the Institute is unable to deliver your full course, you will be offered a full refund of all the prepaid course fees, application fees and materials fees. The refund will be paid to you within 2 weeks of the day on which the course offer is ceased. In the case of the provider's default there is **no requirement** for a student to lodge a refund application form as the Institute will initiate processing refunds.

Enrolment Cancellation

If a student applies for course cancellation/suspension and is successful in doing so, pre-paid course fee for future course will be refunded on pro-rata basis.

Return of course material

This is only applicable if the RTO has charged students for Materials. The students who will return the course material in the unused / original condition will receive a full refund of the material fees. This applies to all refunds where the student is returning course materials.

Australian Consumer Law

GAMMA ensures consumer protection to protect the rights of Australian consumers, including **international students**. Information provided via Marketing, pre-enrolment, student offer and written agreements and this student handbook ensures that you are well-informed and protected as the consumer.

Refunds after Visa Refusal

Where a prospective student gets a refusal of their initial student visa by the Australian Government issuing authority, all the prepaid course fees and materials fees (if materials are returned in original form) will be fully refunded. However, the Enrolment application fees will remain non-refundable. To receive the refund, students are required to provide authenticated evidence of the student visa refusal to the Institute. Students **MUST** attach this evidence to the refund application. Refund application is available from the Institute's website or can be sent to student by post or email. The refund application must be used to apply for all refunds and must be addressed to the CEO of the Institute, **Kiran Wirring**.

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

FREE SERVICES

Students are entitled at no additional cost: to a formal Statement of Attainment, AQF Certification, a letter of release, changes to enrolment, deferment, suspension and cancellation application.

CHANGE OF ADDRESS

Students must notify the Institute of changes of address, telephone number, email address and other applicable changes within 7 days of the change. For example, change of address is required by visa condition. Failure to do this may mean you may not receive important information which may affect your course enrolment or the visa.

REFUSAL OF SERVICES

- On completion of the course, GAMMA may refuse to issue AQF Certification to students who are in breach of any part of this agreement (e.g., non-payment of fees, cheating, other matters).
- Letters of release will not be issued to students who are in breach of any part of fees payment and refund agreement.
- Certain services could be removed from students under some disciplinary action by the Institute.

COMPLETION WITHIN EXPECTED DURATION

GAMMA international vocational education and training (VET) students are to ensure to complete the course within the duration specified on your electronic Confirmation of Enrolment (eCoE) and do not exceed the allowable portion of online or distance learning. The student will be charged for additional course duration as per the additional Student offer.

PRIVACY POLICY

The purpose of the Privacy information is to inform you that in certain circumstances, **Gamma Education & Training Pty Ltd (GAMMA)** will share your personal information with various agencies. GAMMA collects information to ensure its obligations under the **National Code 2018**. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000 (ESOS Act) and National Code 2018. Information is collected before enrolment and during your study with us. This clause is informed to you to ensure that you know and agree with this condition before enrolling with us. In some circumstances students' personal information may be disclosed by the registered provider to the Commonwealth including the TPS, or state or territory agencies, ESOS Assurance Fund Manager, Australian government and department of home affairs in accordance with the **Privacy Act 1988**. The following are some of the common set of common circumstances in which students' personal information may be disclosed by GAMMA in accordance with the **Privacy Act 1988**:

- While issuing your eCoE and / or making changes to the existing eCoe via PRISMS.
- Sharing information about the overseas student's deferment, suspension or cancellation or other student course variation in PRISMS.
- Providing your personal information to ASQA and other government bodies if GAMMA is in default and is unable to provide you with agreed services. In that case, TPS will also be provided your information.
- Updating PRISMS if you decide to change the provider and GAMMA affords you a letter of release.
- Notifying PRISMS and government bodies about student default (i.e., unsatisfactory course progress, unsatisfactory attendance, non-payment of fees, cancellation of your enrolment due to disciplinary action by GAMMA or any student visa violation).
- GAMMA will share your information from time to time with government agencies for research and statistical purposes.
- GAMMA will share specific information regarding your welfare agencies such as police and your country's high commission, e.g., if there is an incident involving your safety, accident and we are unable to locate or find you.
- GAMMA is obliged to share your personal information with agencies such as police and high commission, if there are serious concerns involving the overseas student.
- GAMMA will share your information with external mediation services in circumstances where you have applied for external appeals, or if you have reviewed any decision in the Australian court system against GAMMA.
- GAMMA is obliged to share your personal information to department of home affairs if they request specific information about your academic progress / and or attendance or other issue.

Provider default Obligations & Tuition Protection Service (TPS)

In the event, if GAMMA cannot deliver the agreed course due to several reasons, students will have access to the following options:

- GAMMA will refer you to an alternative course within GAMMA only if you agree to it.
- GAMMA will refund your prepaid fees and will refer you to an alternative education provider. However, it will be the responsibility of the student to meet their admission criteria and initiate enrolment.
- GAMMA will refund your prepaid fees and provide you with a letter of release and advise you to contact Australian Government regarding **Tuition Protection Service (TPS)**.

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

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

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

TRAINING GUARANTEE

GAMMA will take all reasonable steps to ensure we run the qualification once it has been confirmed and offered to students. In the unlikely event if GAMMA is not able to fulfil its commitment and obligation to provide a course at the agreed date, the RTO will offer the student a full refund of all pre-paid fees. Alternatively, the student will be provided the letter of release if the student is happy to transfer to another RTO. GAMMA takes a collaborative approach by providing necessary support to all students facilitating successful completion of the qualification within agreed timeframes. In other circumstances, the RTO will refer you to contact Australian Government regarding Tuition Protection Service (TPS) for further assistance and to minimize any hardships.

DATA RECORDS POLICY

GAMMA will retain records of all written agreements as well as receipts of payments made by students under the written agreement for at **least 2 years** after the person ceases to be an accepted student. Student can request at any time point within **2-years** a copy of any record we keep. GAMMA will retain students' completed assessment for 2 years. If the Institute ceases its operations, the student records will be handed over to Australian Government agencies such as ASQA. However, due care will be taken to protect your privacy at all times.

STUDENT TRANSFER POLICY & PROCEDURE

DEFINITIONS

Principal course

The principal course is usually the final course of the study to be undertaken. For example, if a student is studying ELICOS followed by a Diploma program, the Diploma program will be the principal course. If a student is requesting a transfer before completing 6 months of the principal course of study, the administration staff is to provide a copy of the transfer procedure and the application form to the student.

Student default

The student not meeting their obligations as per the signed written agreement between the student and GAMMA. For example, student not paying fees, not meeting course progress requirements and not accessing the available RTO support, student misbehavior, disruptive class behavior, cancelled and suspended eCoe.

Provider default

The provider not providing services as per the written agreement between the student and GAMMA. Furthermore, if the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.

Restricted period

A timeframe of up to **6 calendar months** of the principal course being completed in which a student cannot change providers without satisfying certain conditions. As per our **Student transfer policy and procedure**, International Students who are currently studying with other providers in Australia and are interested to enrol with us must complete **six months** of his or her principal course with the previous provider. We require that the student has a **letter of release** from the provider of the course in which the student is currently studying. GAMMA will take **reasonable steps** to check whether a student is enrolled with another provider before completing the enrolment. 'Reasonable Steps' could include asking the student if he or she is currently enrolled with another provider and checking a student's visa and using PRISMS. It is noteworthy that the transfer between registered providers may impact the student's visa. Only, in limited circumstances, GAMMA may accept the students transferring from another CRICOS providers, if the following conditions are met where:

1. the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
2. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
3. any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

GAMMA may contact ESOS Agency to assess incoming students in reference with the **3 points**.

Similarly, international Students who are currently studying with **GAMMA** and willing to transfer to another education provider **are subject** to our **Student transfer policy and procedure**.

PROCEDURE TO TRANSFER

How to apply for admission at GAMMA if you are transferring from another CRICOS education provider?

Steps here only cover your requirements relevant to *the release letter*. Hence, it is assumed that you meet Course Admission criteria and conditions specified on your student offer and written agreement.

Step 1

Students are to complete **GAMMA Enrolment Form** and provide a **letter of release** from previous provider along with other required documentation.

If the student does not have a letter of release, the student's enrolment will be assessed as per the following criteria as per the evidence presented by the student:

1. the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
2. the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
3. any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Step 2

Students are to follow the 'Enrolment Steps' as per Marketing Brochure (s).

How to apply for a letter of release if you are transferring from GAMMA to another CRICOS education provider?

Request to Transfer Steps

Students who are willing to transfer from our RTO to another CRICOS education provider before completing **6 months of principal course**, are required to make a written application for the release letter by filling out **Release Letter Application form**. The Form will be made available to you during Orientation and upon request if and when you decide to apply. Students are to submit evidence as per the Form.

Application is to be submitted via supporting documentation (i.e., Letter of offer from another provider, supporting documentations towards other reasons for transfer). GAMMA will acknowledge your request in writing via email only.

Time frame for all decisions

Students will be informed of the outcome of their application for transfer within **12 calendar days** of lodging the application via email.

In what circumstances, GAMMA will release a student?

- *If we assess that the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with (Overseas student visa requirements), GAMMA will provide the release letter.*
- *If GAMMA has made the assessment that there is evidence of compassionate or compelling circumstances.*
- *If GAMMA has assessed that there is evidence that the overseas student's reasonable expectations about their current course are not being met.*
- *If GAMMA has assessed that the registered provider fails to deliver the course as outlined in the written agreement.*
- *If GAMMA has assessed that there is evidence that the overseas student enrolled in the wrong course due to improper marketing information and the course does not meet study objectives.*
- *We have assessed that an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.*
- *The Student provides a valid Enrolment offer from another CRICOS Provider and meet documentary criteria.*

Note: GAMMA grants the release (if approved) at **no cost** to the overseas student. The overseas student who have been released must contact **Immigration** to seek advice on whether a new student visa is required. GAMMA will not notify the student's refusal status in PRISMS until the complaints and appeals processes are allowed within the 20-working day period, or the overseas student withdraws from the process.

On what grounds, the student release may be refused?

In the following circumstances GAMMA may refuse the grant of release letter. In doing so, GAMMA will provide you a written correspondence about the **reasons for refusal**. The following are the reasons on which your release can be refused:

- *When the student has not paid due fees to the RTO and wants to transfer to avoid fees payment.*
- *The student has not completed 6 months in the principal course and transfer is not in the best interest of the student.*
- *The student does not provide a valid letter of offer from another institute.*
- *The student is very close to finishing a study period, hence, completing the study period is in the best interest of the student.*
- *The student provides misleading and non-truthful information in support of their transfer request application.*
- *If the transfer may jeopardize the student's progression through a package of courses.*
- *If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.*
- *If the student enrolment is already cancelled due to other reasons (i.e., non-payment of fees, course progress) and the student is no longer an accepted student of GAMMA*

Time frame for all decisions

Students will be informed of the outcome of their application for transfer within **12 calendar days** of lodging the application via email.

Maintaining records

GAMMA will maintain records of all requests from overseas students for the release and the assessment of, and decision regarding, the request for **two (2) years** after the overseas student ceases to be an accepted student.

Students' Right to Appeal

Students have **20 working days** to appeal against the RTO decision as per the RTO policy on appeals. The student must follow the RTO Complaint and Appeal Policy and Procedure.

Complaints and Appeals Policy & Process

GAMMA has a specific complaints and appeals process that will ensure students'/International students' complaints and appeals are addressed fairly, effectively and efficiently. Furthermore, international students, trainers, assessors, other RTO staff and stakeholders will have a public access to Complaint and Appeal forms, policies and processes. Additionally, all international students will be provided appeal forms with the **Assessment results** to ensure that international students have necessary forms to appeal against assessment decisions and procedural matters. Complaints and Appeal forms along with the policy and procedures are also available on the RTO website, 'www.gamma.edu.au'. Furthermore, all complaints and appeals are documented in complaints and appeals registers respectively. Students have the following documents to lodge and know about our complaints and appeals forms, policy and processes:

- The Complaint Form
- The Appeal Form
- Complaint & Appeal Feedback Form
- Continuous Improvement Register
- Complaint & Appeal Policy and Procedure

Purpose of Complaints and Appeals Policy & Processes for the International Student

GAMMA Pty Ltd strives to ensure that each international student is satisfied with their learning experience and outcomes and RTO's decisions. In the unlikely event if the International student needs to purpose complaint or the appeal, this document provided guidelines about our policy, processes and lodgement forms. Via the provision all International students have access to a rigorous, fair and timely complaint and appeal processes. Our staff is readily available to help you with complaint and appeals related information. Staff members will also support you throughout the process in a way that students are not disadvantaged.

When the initial causative factor of the complaint identifies a problem with the RTO's current systems, processes and facilities of GAMMA, our improvement procedure will ensure changes are made to prevent reoccurrence of the problem. Corrective actions will be documented appropriately. If the outcome of a student's appeal through a provider's internal or external complaints and appeals handling process is favourable to the student, GAMMA will immediately advise the student of this and implement the required corrective and preventive actions. All International students will receive timely correspondence regarding the status and receipt of your lodgements.

Note: Students are advised to keep code of expectable conduct whilst communicating with the relevant staff to make a complaint or appeal. Students can ask the student support team any question during the grievance resolution process.

Student Enrolment during complaint and appeals

GAMMA will maintain the student's enrolment while the complaints and appeals process are ongoing. All students are encouraged to maintain their usual course progress and attendance during the resolution period unless advised otherwise by writing by the RTO. While the resolution is being achieved, the provider does not notify the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

Students will not incur **costs** in accessing the RTO's complaints and appeals process internally and through independent party (i.e., **Student Mediation Scheme**).

INFORMAL RESOLUTION – Stage 1

The RTO staff is happy to achieve informal resolution with the student. In this case, the CEO of the RTO can be involved if the staff member or the student deems it necessary. During the informal process, the student can simply raise their concerns with the relevant staff member via a chat or email. The student and staff member can resolve the matter at their level provided the student is happy with the resolution. The RTO staff will provide you with final resolution outcome via email so that the record of the resolution is maintained.

How to discuss complaint informally?

At first, the student can discuss a grievance informally by approaching the relevant person. If the student is happy with the resolution provided, complaint process will stop here, and staff member will note down the resolution and will document it in the continuous improvement register. Examples of such complaints might be, untidy class rooms, kitchen or other facilities, RTO computers' problems, or fight among two students and other day-to-day matters that can simply be resolved when brought into the attention of the RTO's staff. In some cases, the informal resolution and a mediated solution will be inappropriate. For example, if the institution has failed to follow its own policies and procedures, this type of complaint will be a subject to Formal lodgement, and in most cases, will be resolved independently. Each party may be accompanied and assisted by a support person at any relevant meetings.

COMPLAINTS - Stage 2

If you are still not happy with the Informal resolution, the matter can be formally escalated. Students can formally raise concerns relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise. A complaint may be in relation to another student, RTO staff, RTO management or any matter in relation to studying at GAMMA or a third-party delivering (i.e., Education agents doing recruitment and marketing) services on behalf of GAMMA's.

All formal complaints must be submitted by the Student in writing (i.e., by filling out the Complaint Form). GAMMA has ensured that complaints forms are easy to read and complete. Complaint forms are to be found on our website, RTO reception and / or can be requested via email from the RTO.

Information obtained through the complaint form allows the RTO to manage and respond to allegations involving the conduct of:

- ✓ the RTO, its trainers, assessors, RTO staff and other parties involved
- ✓ an international student of the RTO

Complaint Resolution Time

The RTO will respond to all complaints within **30 calendar days** of the receipt. After receiving a written complaint or appeal, the RTO will begin the resolution process within **10 calendar days** of the provider receiving the formal written lodgement of the complaint or appeal.

Complaint Resolution Outcomes

GAMMA will provide a **written statement** of the outcome including details and reasons for the decision.

RTO Complaint Resolution Committee

The CEO will convene the complaint committee. The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of any complaint. Members of the committee should include:

- ✓ A representative of GAMMA . management
- ✓ A GAMMA training staff member
- ✓ A person not directly involved in providing the services for which students are raising their concerns.
- ✓ Student can involve their representative if the student is willing

Although, the complaint committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the complaint only if independent review is requested in writing by the student and when the internal complaint and appeal process is exhausted. The Stage 3 will be implemented in that case.

How to lodge a Formal complaint?

It is a normal procedure that all **formal complaints** are lodged in writing by filling out the Complaint Form. The Complaint form is available on the RTO website, www.gamma.edu.au, to all persons (i.e., RTO staff, trainer/assessor, the international student, stakeholder) wishing to make a complaint. If required, the RTO staff will assist you in filling out the form. Complaint form can be submitted to any staff member ensuring that the student does not shy away from handing the form.

Each party may be accompanied and assisted by a support person at any relevant meetings.

After being in receipt of the complaint form, complainants will receive an acknowledgement email that the complaint has been received by the RTO staff. Complainants will receive the final resolution outcome by way of writing within **30 Calendar days**. International students will be informed by way of writing if the resolution will take longer than **60 calendar days**.

Resolution Outcomes

The RTO complaint and appeal resolution committee will inform all parties involved of the outcome in **writing** or via email.

Although the RTO will try to resolve all complaints and appeals within **30 Calendar days**, for complaints with added complexity, and for example, in the instance where the review is conducted by independent parties, the resolution may take longer, hence, all international students will be notified

in writing if the resolution of complaints will take longer than **60 calendar days**. Also, the reasons for the delayed temporal course of resolution will be provided in writing to the complainant. GAMMA's management will maintain the complaints register to document the course of action and resolution of all formal complaints. All complaints including feedback substantiated by the complaints procedure will be reviewed as part of the GAMMA's continuous improvement procedure.

Independent resolution of complaints and appeals – Stage 3

The Institute will encourage the parties to approach a complaint or appeal with an open view. We will attempt to resolve problems through discussion and conciliation and formal internal processes. Where a complaint or appeal cannot be resolved through discussion and conciliation and internal review, we acknowledge the need for an appropriate **external** and independent agent to review the process implemented by the Institute by involving Mediation agency. The RTO has arrangements with Student Mediation Scheme, infoaus@resolution.institute. The review is **free of charge** for the student. The RTO will provide an independent review (i.e., external to the RTO) for the external mediation **only if requested in writing by the student**. **The student will be provided the Form with the Stage 2 outcome to lodge independent review**. The student can submit the independent review form to any staff member of the RTO.

GAMMA is the member of the **Student Mediation Scheme** availing the following services:

- Appointment of a mediator;
- Arranging a mutually convenient date and location for any preliminary conference and the mediation;
- Arranging the mediation venue and any teleconference for the preliminary conference, if applicable;
- Notifying the parties and the mediator of the arrangements;
- Providing each of the parties and the mediator with the documentation necessary to conduct the mediation.

It is the responsibility of GAMMA's management to ensure adherence to the external review of complaint and appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting International students with the appeal procedure and supply of appeal forms. The RTO support staff is happy to assist you in filling out the external mediation Form.

Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.

If the student is still unsatisfied with the external review

Students can contact ASQA and lodge a written complaint against the RTO.

The student can contact the Department of Education through the ESOS online enquiry form or through **the ESOS helpline 1300 615 262**. The RTO may provide further information upon inquiry in relation to this.

Availability of Student Support in Lodging Complaints

Students will be given adequate information about the complaints and appeals processes during their orientation programme. When the student is lodging a complaint or appeal, student support officer or Course Coordinator will help the student in providing all necessary information required for lodgement and resolution. The student will be adequately supported using all available means. More details are provided in the procedure section of the policy and procedure.

APPEALS

Appeals are different from complaints which may comprise for example, appeal against recording assessment results inaccurately, receiving a failing grade in a unit of competency, refusal of fees refund, refusal of grant of release letter, appeals against notification of an intention to report a student to Department of Home Affairs, suspension, cancellation and deferment of study and other decisions taken by the RTO affecting the student.

An appeal may be in relation to any decision made by GAMMA that impacts the student. The GAMMA's appeals process is concerned with the international student's right to request a change to decisions or processes of an official nature, usually in relation to academic or procedural matters. Also, assessment decisions include RPL assessment decisions. The student will not incur **costs** when accessing the internal appeals process unless they seek representation.

All appeals are to be lodged formally if the initial informal resolution is not achieved. Student has up to **20 working days** to lodge a formal appeal after an apparently unfavourable decision by the RTO. Each party may be accompanied and assisted by a support person at any relevant meetings.

The following matters must be lodged via a formal internal appeals within **20 working days** of notification of an intention to report the student to Department of Home Affairs in order to be considered by the Institute.

- Deferral of commencement, suspension or cancelling a student enrolment
- Not achieving satisfactory course progress

RTO Appeal Committee

The appeal committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular appeal. Members of the committee should include:

- ✓ A representative of GAMMA's management
- ✓ A GAMMA's training staff member

- ✓ A person not directly involved in providing the services for which students are raising their concerns

Appeal Resolution Time

The RTO will respond to all Appeals within **30 calendar days** of the receipt. After receiving a written appeal, the RTO will begin the resolution process within **10 calendar days** of the provider receiving the formal written lodgement of the appeal.

Appeal Resolution Outcomes

GAMMA will provide a **written statement** of the outcome including details and reasons for the decision. All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process. Continuous improvement procedures may be actioned when the appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the appeal identifies a problem with current GAMMA 's policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

How to lodge an appeal?

International students will receive Appeal related information and forms with the Assessment Result sheet. The Appeal Form is also published on the RTO website. All international students or candidates wishing to make an appeal or any other manner of objection in relation to the decision (e.g., assessment marking) of GAMMA have access to the following procedure:

STEP 1. Informal appeal

An initial appeal will involve the appellant communicating directly with GAMMA 's assessors/trainers/relevant staff verbally about the nature of appeal. GAMMA Pty Ltd. management will make a decision, discuss their judgement with the appellant and record the outcome of the appeal.

International students / Candidates dissatisfied with the outcome of GAMMA 's decision may initiate the formal appeal's procedure.

STEP 2. Formal appeal:

- *In case of formal appeal against assessment marking, all international students are required to wait at least 24 hours (cooling off period) before they can appeal the assessment decision.*
- *It is a normal procedure that all formal appeals proceed only after the initial informal appeal (accept for an intention to report the student to Department of Home Affairs)*
- *The formal appeal is to be submitted in writing by way of filling out the Appeal Form.*
- *After receiving the written appeal, the RTO will notify international students acknowledging the receipt of the appeal via email.*
- *the RTO CEO will convene the appeal committee to reach a resolution,*
- *The RTO appeal committee will reach a decision on the appeal after careful considerations*
- *International students/students/candidates will be informed in writing of the outcome within (30) calendar days of lodging the appeal. If the resolution takes longer than 60 calendar days, appellants will be notified in writing by explaining reasons for the delayed temporal course of resolution. The RTO will try its best to resolve the appeal as soon as practicable.*

The formal notice of appeal is required to comply with the following principles upon submission to the RTO management:

- *The notice of formal appeal should be made in writing, addressed to GAMMA for referral to the management team and submitted within (20) working days of RTO's decision. The appeal form is available on the website, www.gamma.edu.au, can be requested by email. Also, appeal forms are given to international students with the Assessment Results.*
- *The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If the international student's appeal needs to be deferred due to emergency, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded to the RTO management via email (Enquire@gamma.edu.au). The notice of deferral must be submitted within (7) calendar days of the conclusion date displayed on the medical certificate.*
- *Appeal processes through the RTO is free of charge including the independent appeal pursued via the RTO mediator.*
- *Students may also seek to pursue a legal route if they feel unsatisfied with the outcome. Costs of any legal action incurred by the student are to be covered by the student.*

The Student support officer or Course Coordinator will support via the following means:

- Assist the student register their formal complaint or appeal.
- Provide lodgements forms.
- Ensure the resolution phase commences within specified time of the written complaint being lodged.
- Provide the student, or the students representative, with an opportunity to present their complaint.
- Ensure to fully understand your complaint / appeal.
- Work with you to identify how the complaint can be resolved to your satisfaction.
- Consult and negotiate with the all parties involved with the complaint in order to obtain their commitment and agreement to the proposed solution.
- Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document.
- Arrange for the proposed resolution to be signed off by the student.
- Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.
- Ensure that corrective measures are implemented immediately by the RTO if applicable.
- Advise the student to take the complaint/ appeal to the next stage if a resolution cannot be agreed upon.

External appeal mediation/resolution

When the student has exhausted the RTO's internal appeal process without reaching an appropriate resolution, the students can **fill a form (i.e., LEADR Application for External Review)** to access an external appeal mediation/resolution. All students can access the website, <https://www.resolution.institute/membership-information/student-mediation-scheme> for further information.

The RTO staff will email students LEADR application form or students can fill in the form at the RTO reception. After the receiving the student application for an external review, applicants will be forwarded a letter (by email or post) acknowledging the receipt of their external appeal and a copy of this policy and procedure within 5 working days of GAMMA receiving such request.

The Institute will forward all external appeals to the mediator agreed by both parties e.g., LEADR within 5 working days.

LEADR will advise the student that in general, the purpose of the external appeals process is to determine whether GAMMA has followed its internal complaints and appeals policy and procedure.

The mediators will not review the evidence or make a decision in place of those made by GAMMA .

Students will not incur costs in accessing the external appeals process.

All documentation will be placed in the students file.

The mediator will provide a written statement of the outcome including reasons and details for the decision to the appellant and GAMMA at the completion of the external appeals process.

If the outcome of the external appeals process results in a decision favouring the student, GAMMA will immediately implement any corrective action, decision or measures required as indicated in the written response provided by the external appeals body.

The student will be contacted within one business day of receiving notification of the decision.

There are no further avenues provided by GAMMA available to students once the internal and external complaints and appeals process has been accessed. Students have the right to access other legal avenues.

If the appellant is still not satisfied with the resolution of the appeal, the international student may contact ASQA and lodge a written complaint against the RTO. The student can contact the Department of Education through the ESOS online enquiry form or through the ESOS helpline 1300 615 262.

International students may also access the external appeals process through the **Overseas Students Ombudsman**. The Overseas Students Ombudsman offers a free and independent service for overseas students who wish to appeal a decision after the conclusion of the internal complaints and appeals process. Further information can be obtained from the Overseas Students Ombudsman website www.oso.gov.au or phone **1300 362 072** for more information. The Students Ombudsman will not review the evidence, or make the decision in place of those made by GAMMA. The Students Ombudsman will provide a written statement of the outcome including reasons and details for the decision to the appellant and GAMMA at the completion of the external appeals process. The student will be advised as to the course of action taken by GAMMA as per The Overseas Students Ombudsman's advice.

DEFERRING SUSPENDING & CANCELLING ENROLMENT

PURPOSE

This policy provides guidance to international students on the policy, process and eligibility and requirements tapping deferral, suspension and cancellation. The policy also provides guidelines how the RTO staff will assess, approve and record students' deferment / suspension / cancellation of study. Deferral, suspension and cancellation are only applicable to students who have enrolled and have an offer and electronic confirmation of enrolment (eCoE) from the RTO. If the individual does not have eCoE, the current Policy is not applicable.

Who can initiate deferral, suspension and cancellation?

Deferment, Suspension and cancellation of study can be **initiated by the Student**. In contrast, Suspension and cancellation can also be **initiated by the RTO**. Students who have their enrolment deferred / suspended / cancelled due to their own request and / or initiated by the RTO are subject to the rules of the refund policy regarding any *refund of fees* as per the **Written agreement** the student has signed with the RTO.

DEFINITIONS

Deferral / deferment: *to delay the commencement of the course*

Suspension: *to temporarily put a hold on studies*

Cancellation: *to cease enrolment permanently*

Students must apply in writing by completing the appropriate form (available from Student Services or from our website).

eCoE: *Electronic confirmation of Enrolment*

PRISMS: *Provider Registration and International Student Management System*

Non- genuine/ non-bona fide student: A non- genuine/ non-bona fide student is defined by GAMMA as a student with erratic (irregular/ inconsistent) course progress or does not progress in their course and does not attend and participate in regular classes.

Erratic course progress will be taken as a potential indication of a student being **non-bona fide**. The RTO specifically defines Erratic course progress as:

- 1) Not showing up on classes for consecutive 3-weeks without notifying (deferring, suspending or cancelling) one's enrolment (class participation).
- 2) In addition to the point 1, student has not attempted to contact RTO or respond to the RTO communication at all.
- 3) In addition to either point 1 or 2, the student has not paid the due RTO fees.

Deferring the commencement of Studies requested by Overseas Student

Students can only apply to GAMMA for deferment of their studies based on **compassionate or compelling circumstances** (see Table below).

What are Compassionate or compelling circumstances?

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

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports);
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Note: Students are to note that the above are only some of examples of what may be considered compassionate or compelling circumstances. The RTO will use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, GAMMA will consider documentary evidence and contextual information in support of the claim and will keep copies of submitted documents in the student's file.

Process for Deferment application

Deferral or deferment means to delay the commencement of course.

Students must request a deferral **before the course commencement date** (eCoE start date) in writing and by filling out the Form. The **Student Deferment, suspension and cancellation form** is available on the RTO website or can be requested by the RTO via email or phone.

The Deferment is to be addressed to the CEO. All supporting documents are to be submitted along with reasons for the application. If the deferral is approved, the student will receive a revised Letter of Offer, eCoE and deferment approval letter along with any conditions (if any). All applications for deferment will be considered and the outcome decision provided in writing to the student within **10 working days** from the date of application. Students are notified that Deferment decision will be recorded on PRISMS and the student file. The RTO will report the change to the overseas student's enrolment under **section 19 of the ESOS Act**. If the student application is granted, the RTO informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa. GAMMA may choose to grant or decline any student's request for deferment of course commencement. The Outcome of the deferment will depend upon circumstances and the evidence presented by the student. GAMMA will use professional judgement to assess each case on its individual merits.

Students who receive a negative decision on the deferment application are informed of their right to appeal through the RTO's internal complaints and appeals process within **20 working days**. The appeal will be addressed in accordance with the RTO's **Complaints and Appeals** policy & process.

Temporary suspension of studies requested by the overseas student

It is important to note the meaning of the terms for this context – suspension of enrolment is not necessarily due to student's breach / misbehaviour – suspension of enrolment *in the following case is initiated* by the student.

Once the student course has commenced, GAMMA will only put hold on current study based on compassionate and compelling circumstances.

These circumstances include but are not limited to:

- Illness, where a medical certificate states that the student is unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring emergency travel.
- A traumatic experience which has impacted on the student affecting student's ability to attend classes and maintain course progress (these cases should be, where possible, supported by police or psychologists' report).
- The student may request a suspension of enrolment due to unavailability of units, as this could be considered a compelling reason for suspending enrolment.

Process for Suspending current studies

If students apply to suspend their studies the maximum allowable period of suspension is **six (6) months**. Students must request a temporary suspension of the course on or after the course commencement date in **writing** and by filling out the Form. All supporting documents are to be submitted along with reasons for the application.

The **Student Deferment, suspension and cancellation form** is available on the RTO website or can be requested by the RTO via email or phone. The suspension is to be addressed to the CEO. If the suspension is approved, the student will receive a revised Letter of Offer, eCoE and suspension approval letter along with conditions (if any). All applications for suspension will be considered on individual basis and the decision will be provided in writing to the student within **10 working days** from the date of application. Suspension decision will be recorded on **PRISMS** and the student file. If the student application is granted, the RTO informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa. The RTO will report the change to the overseas student's enrolment under **section 19 of the ESOS Act** on **PRISMS**.

GAMMA may choose to grant or decline any student's request for *suspension*. The Outcome of the suspension will depend upon circumstances and the evidence presented by the student. GAMMA will use professional judgement to assess each case on its individual merits. Students who receive a negative decision on the suspension application are informed of their right to appeal through the RTO's internal complaints and appeals process within **20 working days**. The appeal will be addressed in accordance with the RTO's Complaints and appeals policy and process. The suspension of the overseas student's enrolment cannot take effect until the internal appeals process is completed.

If suspension is approved, the period of suspension will **not** be included in class attendance and course progress calculations. Students may be required to apply for a visa extension to continue their course based on their individual case and eCoE and visa duration.

Cancellation requested by the Student

Cancellation of studies means to cease enrolment permanently. The student can notify cessation of studies by completing the **Student Deferment, suspension and cancellation form** which is available on the RTO website. The student needs to submit supporting evidence with the application. The student may request the cancellation under the following circumstances but not limited to:

- *If the Student wishes to return to their home country for good and can produce substantial supporting evidence.*
- *If the Student has gone overseas and retrospectively notifies the RTO that the student is not returning to Australia for studies due to certain compelling and compassionate circumstances. Generally, GAMMA will not authorise and report a deferment or suspension retrospectively unless there are compelling circumstances where the student is not able to return.*
- *If the student has changed their student visa to a different kind of visa can produce substantial supporting evidence.*
- *If the student visa is cancelled by immigration due to decisions outside and beyond the RTO.*
- *Due to another scenario where by the student wishes to cease their current and future enrolments permanently can produce substantial supporting evidence.*
- *The student may decide to change the provider after completing 6-months of their principal course. The RTO will assess the student cancellation by follow-*

ing its Students Transfer Policy. The student needs to complete request for a release letter along with study cancellation.

All applications for cancellation will be considered and the outcome decision provided in writing to the student within **10 working days** from the date of application. If the student application is granted, the RTO informs the overseas student of the need to seek advice from Immigration on the potential impact on his or her student visa. The RTO will report the change to the overseas student's enrolment under **section 19 of the ESOS Act** by cancelling the student enrolment in **PRISMS**. All documentation including cancellation reasons will be kept on the student file.

Deferments, Suspensions or Cancellations initiated by the RTO

GAMMA can suspend or cancel a student's enrolment against the student's wishes, provided that the suspension or cancellation are consistent with GAMMA policies and/or **National Code 2018**. Students who have their enrolment suspended/cancelled by the RTO are subject to the rules of the refund policy regarding any refund of fees as per the Written agreement the student has signed with the RTO. GAMMA may suspend or cancel a student's enrolment including, but not limited to:

- GAMMA may temporarily suspend or permanently cancel a student's enrolment if it deems the student's behaviour to be unacceptable as per its accepted Code. The Student Code of Conduct/Behaviour/Rules are provided to students in the International Student Prospectus and/or during orientation.
- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the course contract and written agreement between the RTO and the student.
- a breach of course progress or attendance requirements by the overseas student. In this case, overseas student visa requirements are breached by the student. The Student is not considered a genuine/bona fide student, if they do not attend class or progress in their course as further defined below.
- Should a student not permanently return to Australia after a period of suspension, GAMMA will cancel the student's enrolment as per the evidence available.

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

If and when GAMMA initiates a suspension or cancellation of the overseas student's enrolment, before imposing a suspension or cancellation, the RTO:

- *informs the overseas student of the need to seek advice from immigration on the potential impact on his or her student visa.*
- *reports the change to the overseas student's enrolment under section 19 of the ESOS Act.*
- *informs the overseas student of that intention and the reasons for doing so, in writing.*
- *advises the overseas student of their right to appeal within 20 working days through the provider's internal complaints and appeals process and in accordance with the RTO's Policy and procedure for Complaints and appeals. However, if GAMMA has substantial evidence-based reasons regarding the welfare of the student or those with whom the student may come into contact, the RTO will cancel the student's enrolment prior to completion of any appeals process. The concerning cases are not limited to but may include the following reasons:*
 - the student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters, or
 - the student's actual or threatened behaviour poses a serious threat to the RTO staff / students / or the individual itself, or
 - The student has medical or psychological problems that may affect well-being of fellow students and / or the RTO staff, or In these cases, police and regulator will be consulted by the RTO.

GAMMA is not obligated to continue providing learning opportunities throughout the **20 working days** while appeal is in process. Access to learning opportunities will depend on the nature of the decision made by the RTO and the impact on fellow students, the applicant and RTO staff. However, students must meet their visa requirements during the appeal processes. When there is any deferral, suspension or cancellation action taken by GAMMA, the RTO: Regardless of whether the '**suspension of enrolment**' at the student's request or a provider-imposed suspension (due to misbehaviour), the period of suspension entered in PRISMS will **not be** included in attendance and course progress monitoring calculations.

If a student's eCoE (enrolment) is cancelled by GAMMA, students must contact department of home affairs (DHA) within 28 days to inform DHA of their plans (to find another course, return home or access an external appeals process) and take all relevant paperwork (for example, new CoE) to DHA will advise students further as the student is no longer enrolled with GAMMA. Website link for students: <https://www.homeaffairs.gov.au/help-and-support/contact-us>

Attendance Monitoring Policy & Process

POLICY SCOPE

This policy applies to International Students with visa **Subclass 500** studying at GAMMA (Gamma).

POLICY AIM

The Policy aims to specify overseas students' requirements for monitoring and recording attendance. The Policy also informs the student how GAMMA assists and pro-actively identifies students so the student can be helped in time.

POLICY STATEMENTS

1. Gamma monitors both Course progress and Course Attendance guided by its Policies and Processes.
2. Gamma monitors overseas students' course attendance for each course in which the overseas student is enrolled.
3. The expected duration of study specified in the overseas student's CoE does not exceed the CRICOS registered duration unless the RTO intervention, student deferment, or other circumstances allow for eCoE extension.
4. Gamma monitors course attendance of each overseas student to ensure the overseas student completes the course within the expected duration specified on the overseas student's eCoE.
5. Gamma has documented policies and processes to record and pro-actively identify, notify and assist an overseas student at risk of not meeting minimum attendance requirements where there is evidence from the overseas student's daily / weekly participation in tuition activities and class attendance.
6. Gamma's Study period comprises 20 weeks / 400 hours of classroom training for calculating attendance percentiles for monitoring and reporting purposes.
7. Gamma outlines and informs the overseas student before they commence the course (i.e., student contract, student orientation) of the requirements to achieve satisfactory course attendance in each study period.
8. Gamma implements its documented policy and process for assessing course attendance that includes:
 - Requirements for achieving satisfactory course attendance, including policies that promote and uphold the academic integrity of the course and meet the training package or accredited course requirements.
 - processes for recording and assessing course attendance requirements.
 - processes to identify overseas students at risk of unsatisfactory course attendance.
 - details of Gamma's intervention strategy to assist overseas students at risk of not meeting course attendance requirements allowing enough time for those overseas students to achieve satisfactory course attendance.
 - processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.
9. Where Gamma assesses the overseas student as not meeting course attendance or attendance requirements, Gamma gives the overseas student a written notice as soon as practicable which:
 - notifies the overseas student that Gamma intends to report the overseas student for unsatisfactory course attendance.
 - informs the overseas student of the reasons for the intention to report.
 - advises the overseas student of their right to access Gamma's complaints and appeals process, in accordance with Complaints and appeals policy & procedure, within 20 working days.
10. Gamma reports students breaching course attendance requirements under section 19(2) of the ESOS Act as per the breach Criteria mentioned for each course.
11. Gamma will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:
 - there are compassionate or compelling circumstances, as assessed by Gamma supported by demonstrable evidence, or
 - Gamma has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course attendance requirements, or
 - an approved deferral or suspension of the overseas student's enrolment has occurred as per the Policy on Deferring, suspending or cancelling the overseas student's enrolment.
12. If Gamma extends the duration of the student's enrolment, the provider advises the student to contact Immigration (Department of Home Affairs) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

ATTENDANCE MONITORING & REPORTING PROCESS

For your convenient understanding, *Gamma* has captured the whole procedure on monitoring the overseas student's Satisfactory attendance. The aim is to clearly inform how *Gamma* identifies and assists students proactively for those who are at a risk of not progressing as required.

PROCESS FOR MONITORING, RECORDING & REPORTING BREACH

STEP 1 – Trainers and Assessors monitor students' **daily** class attendance for the scheduled session on Attendance sheet.

STEP 2 - Trainer and responsible Gamma Staff use daily attendance and calculate weekly percentage of student absence

STEP 3 – If the student's absence reaches **10% or more (40 hours or more)**, or a student fails to attend classes for **5 consecutive class days** – Gamma will proceed with STEP 4 – Invite you for available help from Gamma.

STEP 4 – Trainer and Gamma staff will send correspondence to the student. Gamma Correspondence will be initiated by **Warning Letters**. The warning letters are intended to pro-actively warn the student of the risk of not maintaining satisfactory attendance.

STEP 5 – The College staff keeps the Intervention and correspondence phase active until the student is back on the track, or the student reaches the attendance **BREACH** (absence for greater than **80 hours** in a study period of **400 hours**)

STEP 6 – Intention to Report (ITR)

STUDENT ATTENDANCE BREACH

Gamma will report students' attendance breach in PRISMS in accordance with section 19(2) of the ESOS Act as per the following criteria for the enrolled Course.

- I. Student attendance falling below 80% attendance in **a study period (20 weeks – 400 hours)**, and
- II. the internal and external complaints processes have been completed and the decision or recommendation still supports the student breach, **or**
- III. the overseas student has chosen not to access Gamma internal complaints and appeals process within the 20-working day period, **or**
- IV. the overseas student has chosen not to access the external complaints and appeals process, **or**
- V. the overseas student withdraws from the internal or external appeals processes by notifying Gamma in writing.

Note: If the Student maintains 70% course attendance with Satisfactory Academic Course progress, the Gamma CEO may decide not to report the student at their discretion.

Intervention Processes

Intervention Strategy and Process for Unsatisfactory Attendance

TIME POINT OF INTERVENTION

At a minimum the **intervention strategy will be activated** when the student reaches the following stages in class attendance:

- 1) Failing to attend classes for more than **5 consecutive class days**
- 2) Absence of class attendance reaching a threshold of greater than 10% (more than 40 hours out of 400 hours)

Intervention strategies and processes

Gamma systematically assesses the student attendance on daily and weekly basis. Soon there is need for intervention, Gamma invites the student for a chat via email and written correspondence, explicitly mentioning that Intervention Strategy has been activated. Gamma Correspondence will be initiated by **Warning Letters**. The warning letters are intended to advise the student of the risk of not maintaining satisfactory attendance.

Gamma will conduct a *diagnosis* as to what factors Gamma to poor course attendance. For example, the student may feel homesick; the student might face difficulties relating to accommodation, the student might not understand some aspects of the course etc. So, this step allows the Student to provide reasons explaining course attendance. Depending on the reasons provided, GAMMA's staff will help the student until the student maintains satisfactory attendance.

Intervention and assistance available

If the student *responds to warning letters in due time* and explains the reasons for falling behind in the course supported by documentary evidence; Gamma will help you using the following means:

- a. Gamma can provide **additional trainer/assessor contact**. In this case, the CEO, Assessor and the student agree on a method of trainer / assessor contact and put together the **individualised Support Plan**. The Trainer / assessor maintains a log of daily/weekly support in the *individualised Support Plan (log)*. Finally, the trainer / assessor maintains the Log of the Outcome of Additional Trainer Contact given. This is used for continuous improvement purpose and whether this kind of support will be useful compared to other support.
- b. Gamma can offer **extra classes** to the identified student (s) while giving the student the exact timetable for extra classes. This will allow the student to focus on their academic weaknesses while getting individualised help from our trainers and assessors and other support staff. The Trainer / assessor maintains a log of daily/weekly support in the *individualised Support Plan (log)*. Finally, the trainer / assessor maintains the Log of the **Attendance of Extra Classes** provided to the student as support. This is used for continuous improvement

- c. purpose and whether this kind of support will be useful compared to other support interventions.
- d. *Gamma* trainers can provide extra off-campus support via maintaining contact. This will allow the student to gain immediate help so that they can move on in the assessment task. We believe that sometimes, even little external guidance can help the student to finish the whole work. Slowly, the student can gain momentum in his / her independent task completion. The Trainer / assessor maintains a log of daily/ weekly support in the *individualised Support Plan (log)*. Finally, the trainer / assessor maintains the Log of the **extra off-campus support, Skype and email** provided to the student as support.
- e. *Gamma* can make a **study group** for the student to encourage **more attendance**. This is a great way to study while collaborating as the group. In this case, the CEO, Assessor and the student agree on the timing and duration of **Study Group** and put together the **Individualised Support Plan**. GAMMA trainer maintains the log via *individualised Support Plan*.
- f. *Gamma* CEO can alter the Student's course length by adjusting study load on eCoE. This can only happen based on compassionate and compelling circumstances and significant documentary evidence:
 - I. there are compassionate or compelling circumstances, as assessed by *Gamma* CEO by verifiable evidence,
 - II. *Gamma* CEO has approved deferral or suspension of the overseas student's enrolment as per the Policy on Deferring, suspending or cancelling the overseas student's enrolment.

Gamma CEO and trainer/assessors maintain the student progress and outcomes of adjusting study length in **individualised Support Plan**.
- g. *Gamma* staff can provide personal and study counselling to help the student's **class participation**. Personal counselling example is:
 - I. having a friendly chat with the student,
 - II. helping the student to form a study group,
 - III. referring the student to specialist external help if a serious condition has been identified,
- h. *Gamma* staff can assist you with personal **issues outside Gamma**. For example, student accommodation problems, assistance with information regarding health professionals etc. *Gamma* CEO will maintain the outcomes of provided support in **individualised Support Plan** by asking the student if their problems are resolved.
- i. *Gamma* delegated staff member can make **transition support** available for students who are finding it difficult to adjust to the Australian environment. This support might include the appointed staff having a chat with the student, forming a group of like-minded students, referring students to their local communities outside *Gamma* and around their suburb of accommodation. *Gamma* CEO will register the outcomes of the provided support in **Individualised Support Plan** by asking the student if they feel adjusted to local life.
- j. *Gamma* staff can provide all or some of the above in some combination.

Steps for the Intervention & Assistance processes concerning Attendance

The following Table provides detailed information to *Gamma* students about the intervention steps.

Table 6

STEP NO.	STEPS OF IMPLEMENTING ATTENDANCE INTERVENTION POLICY	
1.	Student has responded to the college letter (ITR, or warning) within time frame specified on the letter	Student is expected to have a chat with the Staff members identified on the notice of Intervention.
2.	<i>Gamma</i> Staff will Diagnose or identify the issues the student is facing. Documentary evidence is examined in order to prepare an individualised Support Plan for the student. The staff member will gain evidence from the Student and anecdotal and attendance evidence from their trainers and assessors.	The Student will provide <i>Gamma</i> staff with detailed reasons and documentary evidence in support of the reasons. Documentary evidence include medical certificate, other evidence of hard ships, evidence of personal or family issues that are beyond the student's scope of control. <i>Gamma</i> staff will sensitively listen to the student's problems.
3.	<i>Gamma</i> Staff will ask the student as to how <i>Gamma</i> can bring the student back on track with course attendance .	This is the student's opportunity to tell the staff about how he / she can be helped. <i>Gamma</i> will create provisions for catch up classes and time table will be shared with students at intervention.
4.	Once, the student provides their expectations as to how <i>Gamma</i> can help them, <i>Gamma</i> staff will align the available support with the support the student expects.	This is the student's time to collaborate with <i>Gamma</i> 's staff to agree on an Individualised Support Plan .
5.	<i>Gamma</i> Staff and the identified student make an Individualised Support Plan while collaborating with each other. However, the type of support will be negotiated with the student as per their needs and expectations on individual basis.	A copy of the Individualised Support Plan is provided to the student. For example, Individualised Support Plan will include what help is provided, how the help will be provided, who will provide the help and when the help will be provided. Individualised Support Plan will also include short-term and long-term goals for the student and <i>Gamma</i> staff. In short, the Individualised Support Plan will have Timetable and goals of the plan.
6.	The Individualised Support Plan is executed and implemented.	Weekly goals and attendance are assessed by the trainer and the student.
7.	If the Individualised Support Plan works, no amendment is made till the Student is on track.	Regular goals of the Support are met by the student and assessor till the student achieves satisfactory course attendance.
8.	The student and <i>Gamma</i> Staff make modifications to the Individualised Support Plan if the goals of the plan are not met for some reasons.	The student provides feedback and reasons for not meeting the goals of the Individualised Support Plan. The reasons are evaluated, and some modifications are made to the Individualised Support Plan.

STEP NO.	STEPS OF IMPLEMENTING ATTENDANCE INTERVENTION POLICY	
9	Once, the student has reached all milestones of the Individualised Support Plan, the student is re-assessed in course attendance.	Upon achieving satisfactory attendance, student Intervention including the Individualised Support Plan will be concluded.
10.	Gamma Staff will alert its trainers and assessors to make some adjustments to the training and assessment strategies while adopting helpful strategies from the Individualised Support Plan.	The Student starts satisfactory attendance as per the eCoE.
11	The CEO records all notes and re-assessment of attendance percentiles on the Student file and PRISMS (if and when applicable).	Gamma Trainers and assessors and other support staff consistently monitor the identified student for class attendance.

ACADEMIC COURSE PROGRESS POLICY & PROCEDURE

SECTION 1

POLICY SCOPE

This policy only applies to Course Progress requirements of all GAMMA's overseas students. The policy applies to your enrolled qualifications.

POLICY INCLUSIONS

The Policy contains **3 Sections** for students to read and understand.

Section 1 contains information about course progress requirements. The section 1 provides information about various definitions or terminology used. This section also informs students as to how GAMMA identifies, notifies and assists students at risk of not meeting satisfactory course progress. Specifically, at what time points GAMMA monitors course progress and what is taken as the student breach, is defined. Finally, the Section contains many easy to follow questions and answers on the processes involved.

Section 2 contains the diagrammatic description of process in **Table** to make international students' obligations very clear. Our motivation is to visually represent the information to students to amplify their overall understanding.

Section 3 contains information on GAMMA **Intervention Policy and processes** and available support. The section 3 is activated once the student is clearly identified at a risk of not achieving course progress. This is pro-active measure not designed to punish the student, but to help in advance with various support strategies and student-college collaborations.

POLICY CONTEXT

Australian government ensures that the international student enjoys quality education within a safe and rewarding environment. International student visa allows the student to study while enjoying many rights. These rights are not limited to, but include:

- access to local consumer protection, appropriate facilities, complaints and appeals, academic support intervention and other ongoing student support in all PHASE of student journey.
- receiving accurate information about GAMMA course, tuition fees, refunds and appropriate college policies and processes for complaints and appeals, deferment, suspension, cancellation of enrolment prior to enrolment, student support and course progress.

While Australian government has ensured that the student receives quality education, the **National Code 2018** places certain requirements and obligations on international students.

Therefore, as per **National Code 2018** it is the responsibility of GAMMA to clearly inform all incoming and current students about student visa requirements tapping academic course progress and where applicable, course attendance. GAMMA is obliged to inform and report student violations to Australian Government.

DEFINITIONS

Monitoring Course Progress

Monitoring refers to an active checking of course progress as per the eCOE duration and College's training and assessment strategies.

Monitoring Course Attendance

Monitoring refers to an active checking of the student's attendance for the course as GAMMA's training and assessment strategies.

Recording

Recording means that there will be a documented record of the student's academic results and where applicable attendance, of the unit of competency.

Assessing

Assessing requires GAMMA to consider a student's demonstrated achievement, progress or competency at the end of each study period.

Intervention

A proactive action taken by GAMMA to **identify, notify and assist** the overseas student who is at risk of not completing the course within duration specified on eCoE (electronic confirmation of enrolment). Intervention is there not to punish the student, but to help a student to achieve satisfactory course progress.

When will GAMMA Intervene?

The intervention strategy will be activated immediately after the student has been identified of being at risk of not completing the course within due time. Failing one **(1) unit of competency or 3 assessment tasks in a row** within the study period will be taken as the student being at risk. At this point, risk is determined to help the student to catch up with course progress.

Study Period

20 Weeks long

Intervention Strategy Steps

Intervention strategy entails 3 important steps: 1) GAMMA will identify the student of not meeting course progress from the results of assessment tasks, 2) the student will be notified that GAMMA has initiated an intervention strategy so then student can report to GAMMA with reasons of not meeting course progress, 3) finally, the intervention strategy is used to assist the student in catching up with the course progress using available means as per the Intervention Policy & Procedure.

Reporting

Reporting in this policy refers to communicating students' course progress breach to the Secretary of the Department of Education through PRISMS. Not achieving satisfactory course progress in **study period** in the course (s), and after the academic intervention strategy has been completed, and after all complaints and appeals processes have been finalised, the student will be reported via PRISMS under section 19(2) of the ESOS Act.

Unsatisfactory course progress

Failing 50% or more unit (s) or Course work within one Study period (20 weeks).

Questions / Answers related to Academic Course progress

To make requirements easy for students, some relevant questions and answers are provided below. These are only relevant to visa requirements related to matters related to **academic course progress**. The following questions and answers are provided so that the student understands visa requirements relevant to **Academic Course progress** and how GAMMA will **identify, notify and assist** students at risk of not meeting satisfactory course progress. The following questions and answers also inform students about GAMMA obligations about reporting the **academic progress breaches** to Australian Government.

Students are provided the following Hypothetical Example of eCoE and Course duration.

eCoE example for course start and end dates:

Hypothetical Student Name: John Smith, Male

Course Enrolled: BSB42015 - Certificate IV in Leadership and Management.

Course Start date: 6 May 2019

Course End date: 3 August 2020

Holiday period included: 5 weeks

Q 1. Will GAMMA monitor overseas student's course progress or class attendance?

GAMMA will monitor both Course progress and attendance it will be used for reporting breaches in PRISMS. Course attendance is also used to determine the student's class participation and support needs.

Q 2. What are aims of the Academic Course Progress Policy & Procedure?

1. This Policy helps international students by informing them about their **student visa requirements** related to Academic Course Progress.
2. The Policy makes it clear the Obligations of GAMMA as per **National Code 2018** to ensure that the student finishes the Course within time frame specified on their eCoE.
3. The Policy aims to identify students very early who are at **a risk** of not meeting course progress requirements so the students can be helped in time.
4. The Policy incorporates **Intervention Strategy** to help students at risk in not achieving satisfactory course progress.
5. The Policy provides information about the student's rights to appeal GAMMA's decision (assessment results, unfair process etc.) within time frame specified.
6. The Policy informs the Student how and when GAMMA will report the **Student's Breach** related to academic course progress.

Q 3. What are Overseas student visa requirements?

Overseas students are to ensure all the time in their study progress that students are in a position to complete the course within the expected duration specified on the overseas student's eCoE. For example, failing any unit of competency simply implies that the student will not be able to complete the course within specified time frame.

Q 4. What are the Visa requirements relevant for the course progress?

All students must complete the enrolled course within the approved duration in eCOE (electronic confirmation of enrolment). According to this hypothetical example, *John Smith* must start and finish the course as per the COE dates. This is the Student Visa requirement relevant to Course Progress.

Q 5. How course duration relates to the student's visa requirement?

Students get visa as per the course duration mentioned in the eCoE. Hence, **National Code 2018** demands that GAMMA to monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

Q 6. How GAMMA ensures that the student completes the course within time frame specified on eCoE?

GAMMA provides students with information during *pre-enrolment* and *orientation* phase about requirements of satisfactory course progress. Then, GAMMA systematically monitor overseas student's assessment tasks, participation in tuition activities and results of academic progress as per what is expected. GAMMA identifies when the student needs additional support if the student does not make regular progress. GAMMA makes support available so that the student catches up and completes within eCoE duration.

Q 7. How GAMMA knows that the Student is at a risk of not meeting course progress requirements?

GAMMA implements documented policies and processes to **identify, notify** and **assist** an overseas student at risk of not meeting course progress. GAMMA systematically makes results for every assessment task and at the end of each unit. If a student falls behind early in the study period, GAMMA invites the student for a chat and offers academic support. Types of support available is discussed within **Intervention Policy (Intervention Policy is applicable and discussed in Section 3)**.

Q 8. When will the student be assessed in breach of course progress? For example, when will GAMMA report John Smith to Australian government in breach of course progress?

GAMMA follows specific reporting criteria as per the Course that *John Smith* is enrolled in. The following breach needs to be met before GAMMA can report *John Smith*:

- I. John Smith is not achieving satisfactory course progress (i.e., failing 50% or more course work / units) in a study periods (1 study period = 20 weeks), and
- II. the internal and external complaints processes have been completed and the decision or recommendation still supports the student breach, or
- III. John Smith has chosen not to access GAMMA's internal complaints and appeals process within the 20-working day period, or
- IV. John Smith has chosen not to access the external complaints and appeals process, or
- V. John Smith withdraws from the internal or external appeals processes by notifying GAMMA in writing.

Q 9. Will GAMMA provide any prior written warning with their intention to report John Smith?

Yes, GAMMA will notify the overseas student that GAMMA intends to report the overseas student for unsatisfactory course progress along with the reasons for the *intention to report*. The intention to report correspondence will also advise the overseas student of their right to access GAMMA's complaints and appeals process within **20 working days**.

Q 10. What if the student is successful in the appeal processes?

If the student wins the appeal, GAMMA will not report the student and take reasonable efforts in reassessing students fairly.

DETAILED INFORMATION ABOUT COURSE PROGRESS BREACH FOR EACH COURSE

GAMMA will report a **course progress breach** in PRISMS in accordance with **section 19(2) of the ESOS Act** as per the following criteria for the **enrolled course (s)**.

- *Not achieving satisfactory course progress (i.e., failing 50% units / course work in 20 weeks) in a **study period**, and*
- *the internal and external complaints processes have been completed and the decision or recommendation still supports the student breach, or*
- *the overseas student has chosen not to access GAMMA's internal complaints and appeals process within the 20-working day period, or*
- *the overseas student has chosen not to access the external complaints and appeals process, or*
- *the overseas student withdraws from the internal or external appeals processes by notifying GAMMA in writing.*

How long is a Study Period for each Qualification?

20 weeks is the length of Gamma Study period for your enrolled course.

INTERVENTION INITIATION PHASE

GAMMA intervenes pro-actively and before the study period is over so the student can be assisted to catch up with course progress. Failing a single unit of competency or 3 consecutive assessments tasks will be taken as judgment **to intervene** with the student.

COURSE PROGRESS BREACH

A Student failing in 50% more units in 20 weeks (One Study Period).

Or

Failing in 50% or more assessment tasks if a unit of competency goes over 20 weeks.

PROCESSES FOR RECORDING AND ASSESSING COURSE PROGRESS

- *At the end of each unit, the student results for the unit of competency will be recorded in the Student File.*

SECTION 2 - COURSE PROGRESS MONITORING PROCESS

GAMMA has captured the whole procedure on monitoring the overseas student's Course progress. The aim is to clearly inform how we identify and assist students proactively for those who are at a risk of not progressing as required. Next Table contains the diagrammatic description of process to make international students' obligations very clear. The figure is also given in the **student Orientation** and Student Offer & Written Contract slides.

<i>A step-by-step procedure on monitoring, recording and assessing course progress and reporting breaches after allowing intervention.</i>		
College Staff Actions	Course Progress in a study period	Student Options
College Staff has access to Academic course progress policy & procedure, intervention Policy and reporting processes and various templates/ documents to be used.	Systematic Monitoring Progress for Two Consecutive Study Periods	Student receives course progress policy and processes and Intervention policy and processes with Student Offer Written Contract and during orientation .
Assessor records results using unit result sheet and reports results in student file at the end of unit . After seeing the student result, the CEO identifies if the student has failed the unit and sends written correspondence via email and/or post inviting the student to access Gamma intervention and support.	<p>INTERVENTION PHASE 1</p> <p>Failing a single unit of Competency or 3 Consecutive Assessment Tasks</p> <p>Intervention will continue till the student is able to complete the course within eCoE duration.</p>	If the overseas student fails the 1 st unit or 3 Consecutive Assessment Tasks, the student receives correspondence to access College intervention as he/she is at risk of not completing course in expected duration. If student attends intervention and catches up with course, student will be removed from being at risk category. Student may access the complaints and appeal processes within 20 working days to challenge the results, and if the outcome is in favour of the student's favour, he / she will be removed from being at RISK category. Detailed process is provided in Policy.

Assessor records results using unit result sheet and reports results in student file at the end of every unit for 20-week period . If the student has failed 50% or more Course units or course work, the CEO identifies that the student has breached course progress and sends ITR (written correspondence) via email / post.	STUDENT BREACH (Intention to Report Letter) 20-week period	The student receives ITR correspondence from Gamma to access intervention. If student attends intervention and catches up with course, student will be removed from reporting list. Detailed intervention process is provided in Policy. If the student does not take appropriate steps, and meets reporting criteria as per Course Progress Policy, the student is reported in PRISMS. Detailed process is provided in Policy.
<p>GAMMA will report a course progress breach in PRISMS in accordance with section 19(2) of the ESOS Act as per the following criteria for the enrolled course (s).</p> <ol style="list-style-type: none"> 1. <i>Not achieving satisfactory course progress (i.e., failing 50% units / course work in 20 weeks) in a study period, and</i> 2. <i>the internal and external complaints processes have been completed and the decision or recommendation still supports the student breach, or</i> 3. <i>the overseas student has chosen not to access GAMMA's internal complaints and appeals process within the 20-working day period, or</i> 4. <i>the overseas student has chosen not to access the external complaints and appeals process, or</i> 5. <i>the overseas student withdraws from the internal or external appeals processes by notifying GAMMA in writing.</i> 		
The CEO reports the student by using PRISMS. The Campus Manager sends PRISMS reported activity via post / email . The CEO sends the student with Cancellation of eCOE notice along with immigration obligations of the student and PRISMS notice.	<p>Student is reported via PRISMS.</p> <p>Student is no longer the accepted student with GAMMA at this stage.</p>	Student receives PRISMS activity via email/post that explains the student of implications and contacting immigration asap.
<p>Note: This is a general overview as the whole process is captured in considerable details in our Policies and Procedures on Academic Course Progress and Intervention.</p>		

SECTION 3: COURSE PROGRESS INTERVENTION POLICY & PROCEDURE POLICY

In addition to Academic Course progress policy and procedure, **Standard 8** of the **National Code 2018** requires GAMMA to have a documented **intervention strategy policy and procedure**. The intervention strategy policy has been drafted to identify and assist students at a risk of not satisfactorily meeting program progress requirements. For coursework students, at a minimum the **intervention strategy will be activated** where the student has failed **at least 1 unit of competency or 3 Consecutive Assessment Tasks** in a study period.

POLICY SCOPE

This Policy only applies to International Students and GAMMA staff identified in the Policy.

Since the Intervention is very important, the following questions and answers are provided so that the Student understands in simple language what intervention is and when it is activated and how it helps the student. The intervention may have possible implications on study duration, course completion and student visa.

The Intervention policy will be implemented throughout the course as per **Academic Course Progress Policy** and procedures and **Intervention Strategy Policy and Procedures**.

Question 1: What is the meaning of “intervention Strategy”?

Dictionary Meaning of Intervention: to take part in something to prevent or alter a result or course of events.

Our intervention simply means that GAMMA will intervene if the student has failed a unit of competency. GAMMA directly intervenes not to punish, but merely to help and assist the student in catching up with the Course. Failing a unit of competency means that the student cannot complete the entire course within a time frame specified in the eCoE.

Question 2: How will the student will know that GAMMA is implementing its Intervention strategy?

GAMMA systematically makes results for every unit of competency / assessment task. If the student fails the unit or tasks, GAMMA invites the student for a chat via email and written correspondence, explicitly mentioning that Intervention Strategy has been activated. So, the student will receive written correspondence.

Question 3: What should the student immediately do after receiving an intervention-related correspondence?

First, the Student must not feel anxious after receiving the letter. The student should immediately get in touch with GAMMA Officer listed on the Intervention letter. The student can ring the officer or come for a friendly chat at GAMMA campus.

Question 4: Once the identified student responds to GAMMA how The RTO will help the student in catching up with the study?

First, GAMMA will conduct a **diagnosis** as to what factors lead to the student's poor course progress. For example, the student may feel homesick; the student might face difficulties relating to accommodation, the student might not understand some aspects of the course etc. So, this step allows the Student to provide reasons explaining course progress. Depending on the reasons provided, GAMMA will designate a support officer to help the student until the student is back on track. Detailed information is provided in **the Intervention Steps**.

Question 5: What help is available to students as per GAMMA Intervention Policy & procedure?

Once, the student explains the reasons for falling behind in the course; GAMMA will help students using the following means:

- GAMMA can provide additional trainer/assessor contact
- GAMMA can offer extra classes to the identified student (s) while giving the student the exact timetable for extra classes. This will allow the student to focus on their academic weaknesses while getting individualised help from our trainers and assessors and other support staff.
- GAMMA trainers can provide extra off-campus support via phone, Skype and email whenever students feel stuck during a task. This will allow you to gain immediate help so that you can move on in your assessment task. We believe that sometimes, even little external guidance can help the student to finish the whole work. Slowly, the student can gain momentum in his / her independent task completion.
- GAMMA can make a study group for the student. This is a great way to study while collaborating as the group.
- GAMMA assessors can make reasonable adjustments during assessment processes. Our adjustments are mentioned in our student handbook. For example, giving extra time to identified students to complete a test, presenting assessments using alternative modality (e.g., presenting verbal material visually, reading out assessment orally etc.).
- GAMMA can alter your course length by adjusting study load on eCoE. This can only happen in limited circumstances. List of circumstances:
 - a) there are compassionate or compelling circumstances, as assessed by GAMMA by verifiable evidence,
 - b) GAMMA has approved deferral or suspension of the overseas student's enrolment as per the Policy on Deferring, suspending or cancelling the overseas student's enrolment.
- GAMMA staff can provide personal and study counselling. Personal counselling example is:
 - ü having a friendly chat with the student,
 - ü helping the student to form a study group,
 - ü referring the student to specialist external help if a serious condition has been identified,
- GAMMA can assist students with issues outside GAMMA. For example, student accommodation problems, assistance with information regarding health professionals etc.
- GAMMA has transition support available for students who are finding it difficult to adjust to the Australian study environment. This support might include GAMMA having a chat with the student, forming a group of like-minded students, referring students to their local communities outside GAMMA and around their suburbs of accommodation.
- GAMMA Trainers and assessor will provide study tips. For example, study tips to do practical tasks whereby the students will be assigned simulated roles to give a real feel of the assessment task. Other methods are also employed based on the individual problem identified.
- All of the above in some combination.

Question 6: How about if GAMMA has made any error in making the student results or marking the student's assessments?

If the student thinks that there has been an error in preparing student results or some error in marking the Assessment, the Student can **APPEAL** the assessment decision within **20 -working days** of the result release. Since, human error is possible, GAMMA is happy to re-look at your results and assessment marking in response to your appeal. Moreover, GAMMA **re-examines** student results for those who have failed the unit (s) of competency, ensuring that results are accurate, and students are **not disadvantaged** due to the error made by the assessor.

Question 7: What members of GAMMA staff students can be contacted without hesitation?

Students can always contact their respective **trainers** and **assessors** (using email, phone, Skype). Additionally, the Students can contact the **CEO (Kiran Wurring)** during college hours.

Question 8: What if the student does not access GAMMA Intervention after failing a unit of competency?

If the student does not respond to GAMMA intervention and continues to fail, the student is at a risk of not finishing the course within time frame specified on the eCoE. Eventually, student will be in Breach of Course progress and will be reported. Hence, our intervention is not designed to punish a student, but to assist the student.

Question 9: Once, the Student responds to the Intervention letter, what steps are taken as per the Intervention Policy & processes?

STEP NO.	INTERVENTION STEPS	
1.	Student has responded to the Intervention letter within time frame specified on the letter	Student will have a chat with the Staff members identified on the notice of Intervention.

STEP NO.	INTERVENTION STEPS	
2.	GAMMA CEO will Diagnose or identify the issues the student is facing. Documentary evidence is examined in order to prepare an individualised <i>Individualised Support Plan</i> for the student. The CEO will gain evidence from the Student and anecdotal evidence from their trainers and assessors.	The Student will provide GAMMA staff with detailed reasons and documentary evidence in support of the reasons. Documentary evidence includes medical certificate, other evidence of hard ships, evidence of personal or family issues that are beyond the student's scope of control. GAMMA staff will sensitively listen to the student's problems.
3.	GAMMA CEO will ask the student as to how GAMMA can bring the student back on track with course progress.	This is the student's opportunity to tell the staff about how he / she can be helped. We believe that the student is the best judge of how they can be helped.
4.	Once, the student provides their expectations as to how we can help them, GAMMA staff will align the available support with the support the student expects.	This is the student's time to collaborate with GAMMA's staff to agree on an Individualised Support Plan .
5.	The College CEO and the identified student make an Individualised Support Plan while collaborating with each other. Question 6 covers the extent of support that GAMMA has in place. However, the type of support will be negotiated with the student as per their needs and expectations on individual basis.	A copy of the Individualised Support Plan is provided to the student. For example, Individualised Support Plan will include what help is provided, how the help will be provided, who will provide the help and when the help will be provided. Individualised Support Plan will also include short-term and long-term goals for the student and GAMMA staff. In short, the Individualised Support Plan will have Timetable and goals of the plan.
6.	The Individualised Support Plan is executed and implemented.	Weekly goals are assessed by the Assessor and the student.
7.	If the Individualised Support Plan works, no amendment is made till the Student is on track.	Regular goals of the Support are met by the student and assessor till the student achieves satisfactory course progress.
8.	The student and GAMMA CEO make modifications to the Individualised Support Plan if the goals of the plan are not met for some reasons.	The student provides feedback and reasons for not meeting the goals of the Individualised Support Plan. The reasons are evaluated, and some modifications are made to the Individualised Support Plan.
9	Once, the student has reached all milestones of the Individualised Support Plan, the student is re-assessed in the unit of competency. If the student achieves competent grade upon re-assessment, the student Intervention will be concluded.	Upon achieving the competent grade, student Intervention including the <i>Individualised Support Plan</i> will be concluded.
10.	GAMMA CEO will alert its trainers and assessors to make some adjustments to the training and assessment strategies while adopting helpful strategies from the Individualised Support Plan.	The Student is back on track and progresses as per the eCoE. However, GAMMA trainers and assessors will modify their style so that the student is always on the track.
11	The CEO records all notes and re-assessment results on the Student file and PRISMS (if and when applicable).	GAMMA Trainers and assessors and other support staff consistently monitor the identified student.

EVIDENCE RECORDING & RETENTION

International Students are notified that when an intervention strategy is activated, documentation or notes will be kept in the student's file (VETTRAK, electronic or hardcopy) for all follow-up meetings, the provided support and strategies undertaken by the overseas student and trainer/assessor notes. If the Intervention affects study duration, all changes will be notified in **PRISMS** and students will be given the new eCoE (s). Students who fail to attend intervention or do not respond, will be treated as per **Course Progress Policy & procedure** and evidence is recorded in student file (VETTRAK, electronic or hardcopy).

Student orientation

Orientation is conducted on **the first day** of your course commencement. The purpose is to fully inform new students of the salient information that the student is required to know to complete their study successfully at the RTO. Orientation also covers information on the campus facilities, work health and safety, student support, libraries around Fortitude Valley places of interest nearby to the RTO campus, costs of living, transportation, facilities, banking and accommodation and introduction to policies and procedures affecting you. In addition, the student will be introduced to the local area (e.g., shops, Cafes, transport, libraries, interesting get together spots, waterfront, cinemas, organic shops). Students will be given ample opportunities to ask questions. Orientation session will also cover information about the RTO and student's obligations. It is essential that students attend the orientation program otherwise they may miss out on information that affects their study, visa or enjoyment of the stay in Australia.

Public Transport - Brisbane Campus

GAMMA offers training at a conveniently located 2-minute walk from Fortitude Valley train station. The RTO location is diagonal to the Fortitude Valley Mall, China Town, retail shopping, entertainment and cafes. Check out the locations at Google Maps. The Institute facilities include modern interiors, well equipped classrooms, computer and internet facilities and a student resource area for study and research. The RTO also has a dedicated Prayer/meditation room. Students will be given complete information about the location of facilities and travel between the facilities (including a guided trip between all facilities) during the orientation program before the commencement of student studies.

Fortitude

Location

Positioned on Level 2, 266 Brunswick Street, Fortitude Valley 250 metres from Fortitude Valley Train Station, this superb space is fully air conditioned with separate male and female amenities and an existing kitchen breakout area. There is direct lift access to the floor. After-hour access is secured with the buzzer access only. The commercial areas of Fortitude Valley are mainly centred around the RTO Campus. At the corner of Brunswick and Wickham Streets is the most iconic building of the McWhirters complex. Built 1930-31 it is Art Deco in style features a commanding facade that was designed by the Brisbane architectural firm of T.R. Hall and L.B. Phillips, who also designed the Brisbane City Hall, Shell House, and the Tattersalls Club Members Dining Room. The Art Deco façade features polychrome terracotta decorative panels in rich bold colours of varying glazes, and the monogram 'McW' encircled by fronds of the Lily of the Valley flower. McWhirters Shopping Centre is located across the street from the RTO. Fortitude Valley Mall is another feature of our location with shops, cafes, restaurants and entertainment.

Brisbane Festivals

Oktoberfest – October 2019 – ticketed event

In the Brisbane Showgrounds, women can dress up in a dirndl, the traditional alpine dress, while men button up their lederhosen, knee-length leather breeches. In your stylish outfit attire, join Australia's largest celebration of German culture.

Woodford Folk Festival – December 2019 to January 2020 – ticketed event

Over 100,000 people will escape the city during the New Year, partying with folk music at Woodford.

Listen Out - September 2019

Australia's national dance music event is stopping in Brisbane this October with big name acts including A\$AP Rocky, Brockhampton, Skrillex, Confidence Man, Skepta, Snakehips & Petit Biscuit.

Island Vibe Festival | October 2019

Enjoy three days of reggae, roots, soul and electronic arts over on North Stradbroke Island. You'll be hearing Naaman, Ben Walsh & The Bird, Chris Tamwoy and KingTide.

Jungle Love Festival | November/December 2019

Returning for a fourth year, Jungle Love is right next to Yabba Creek (yes, you can swim in it and watch the music) and curates a set of all genres from funk, soul and disco, to pop, rock and jazz, to fusion, psychedelia, punk and gypsy. It's BYO.

Food

Fortitude Valley has a fantastic variety of food. Our campus is located near China Town that offer variety of Asian cuisine.

Local & nearby Restaurants

- Dum n Rum New Farm
- Gerard's Bar Charcuterie Fortitude Valley
- Kabuki Brisbane
- Delizioso On Oxford Brisbane
- Bar and Restaurant - Brisbane Spring Hill
- Full Moon Bar and Restaurant

Transport

Fortitude Valley is well-served by public transport. Central railway station is near the Mall and in the same side of the street where the RTO is located, on the opposite side of McWhirters. Soon you come out of the RTO building, Taxi stand, Bus stop is right there. Brisbane CBD is located at a walking distance from the RTO.

Travel

During semester breaks you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Go Card

go card is TransLink's electronic ticket to fast, easy and convenient travel.

Use go card on all TransLink bus, train (including Airtrain), ferry and tram services in greater Brisbane, Ipswich, Sunshine Coast, and Gold Coast regions.

The best part about go card is it's:

- cheaper than the cost of a paper ticket
- convenient to manage
- easy to top-up and use
- available for adults, children, concessions, seniors.

SYDNEY

Things to do in Sydney

Visit: <https://www.deinternational.nsw.edu.au/living-in-nsw/things-to-do-in-sydney>

Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to the average daily temperatures. Spring September - November 12-22 degrees Summer December to February 28-32 degrees Autumn March to May 12 - 20 degrees Winter June to August 10 - 15 degrees.

Sydney does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year. Students are required to bring variety of clothes while coming to Sydney as per the weather.

Sydney Festivals

- Mardi Gras
- Vivid Sydney
- Chinese New Year
- Sydney V8 Supercars
- NRL Grand Final

Gamma Sydney Campus is located 10 minutes walk from Sydney Central train station and in the Sydney's education hub (Ultimo).
Transport With one of the highest standards of living in the world, Australia offers modern transport systems.

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. To travel, you are required to have the validated ticket. OPAL card is the smart card ticketing system, it validates for travel on trains, buses and Ferry between major regional towns. Find out more information and costs please go to <https://www.opal.com.au>

Tourist students may drive in Australia on a valid overseas driver's license, but if the document is not in the English language the visitor must carry a translation with the permit. An international driving license is not sufficient by itself.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centers, or you can simply hail taxis on the street. A light and sign on the roof indicates that a cab is vacant. There is a minimum charge on hiring and then a charge per kilometer travelled. Taxi drivers do not have to be tipped. Excitingly, share ride cars like UBER are also available in Sydney.

Entertainment in Sydney

Bangarra Dance Theatre Bangarra is an Aboriginal and Torres Strait Islander organisation, and one of Australia's leading performing arts companies. They are widely acclaimed, nationally and around the world, for their powerful dancing.

Belvoir St Theatre

Belvoir is one of Australia's most respected and celebrated theatre companies, growing under the artistic leadership of Neil Armfield from 1994 - 2010. Under new Artistic Director Ralph Myers and General Manager.

Blacktown Skyline Drive

Imagine a night out under the stars (be it in a snazzy convertible or a grumpy pick-up truck) watching a blockbuster, having a beverage and enjoying a tasty treat from the diner menu. Sounds like a perfect night out.

Darlinghurst Theatre Company Darlinghurst

Theatre Company develops, produces and presents outstanding professional artist-driven theatre. Since 2001, it has staged over 200 productions in collaboration with more than 1000 artists.

Descendance

Descendance preserves and promotes Aboriginal culture. They represent Aboriginal and Torres Strait Islander performers from many diverse tribes. Descendance has both traditional and contemporary performances.

Famous Places in Walking distance from Campus

- Sydney Opera House
- Darling Harbor
- China Town
- Queen Victoria Building
- University of Technology Sydney
- University of Sydney

Information on living in Australia

Students can visit: <https://www.studyinaustralia.gov.au/>

Australia

Australia is the world's sixth-largest country by total area and has a population of approximately 24 million people, with most people staying in the 5 major cities of Sydney, Adelaide, Melbourne, Brisbane and Perth.

Live in Australia

Living in Australia will be a new experience, but there are support services in your institution as well as from other organisations to help make adjusting to life in Australia easier.

Australia is among the happiest countries in the world (World Happiness Report 2017) and we have four of the 30 best cities in the world for students (QS Top University Rankings 2017), you are sure to enjoy your time here.

No matter what type of study you are doing in Australia, whether you are here for a few months or a few years, some research and planning will help you have a safe and rewarding study experience. Important considerations and planning includes:

- Planning your departure.
- Arriving in Australia.
- Accessing support services.
- Remaining visa compliant.
- Working while you study.

- Living costs and finding accommodation.
- Health and safety.

The country is split into states and territories being: NSW, New South Wales, Queensland, Northern Territory, Western Australia, South Australia and Tasmania.



Australia has many attractions for international students including the high-quality education system, climate, great lifestyle, sports, beaches and strong industries.

Electricity

The electrical current in Australia is 220 - 240 volts AC. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Telephones

Australia has a modern telecommunications system with mobile and Internet access generally available at a low cost. Public telephones are available at all Post Offices, shopping complexes and are often situated on street corners. Public pay phones accept a variety of coins and Phone-cards. Phone-cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$Aud 5, \$Aud 10, \$Aud 20 and \$Aud 50. Credit phones take most major credit cards such as American Express, Visa, MasterCard and Diners International and can be found at international and domestic airports, central city locations and hotels.

Australia has more than 120 national sporting Organisations and thousands of state, regional and club bodies. It is estimated that 6.5 million people, about a third of the population are registered sports participants. While there are over 120 sporting Organisations, Australians also take part in bush-walking, fishing, boating and water sports.

Working in Australia

Immigration laws allow students to work for a limited number of hours whilst studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the Institute study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay course fees. Students are not permitted to work if it interferes with their study.

Family members may also be entitled to work if accompanying students. Please contact the immigration department or the Institute for further details. International students tend to secure jobs in the service-based industries although there are no limits to the industry in which you can gain employment. For visa information and work rights please visit Department of Immigration and Border Protection website <https://www.homeaffairs.gov.au/trav/visa-1/500->

<https://www.homeaffairs.gov.au/trav/visa-1/500-?modal=/trav/stud/more/work-conditions-for-student-visa-holders>

Tax File Number

All workers in Australia need a Tax File Number (TFN). When starting a new job, you need to inform your employer of your TFN by completing a Tax File Number Declaration form. International students pay tax on their earnings. For further information, please visit the website: www.ato.gov.au.

At the end of each financial year, international students need to apply for their tax return through an accountant or using online service.

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be exchanged at the exchange facilities located at international airports, banks and major hotels. Traveller Cheques are easier to use if already in Australian dollars, however, banks will cash traveler Cheques in most currencies. Major hotels and some shops, depending on individual store policy, will cash travellers Cheques.

It is a good idea to set up an Australian bank account. You will need to provide your passport (photo ID), visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional areas. Most shopping complexes have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

International students can access free banking from most of the main banks. It's easy and straightforward to open an account by popping into a branch with the required documents. The main Australian banks are ANZ, Westpac, Commonwealth and NAB. Suncorp is also another bank. These can be found throughout the city and suburbs. Once you open an account you will be provided with a bank card so you can access your money via ATMs located throughout the city.

<http://www.westpac.com.au/>

<http://www.anz.com.au/personal> /<http://www.nab.com.au/> <http://www.commbank.com.au/>

Normal bank trading hours

9.00 am – 4.00 pm Monday to Thursday

9.00 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, MasterCard, Visa and their affiliates.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100.

Coins used are the silver colored 5-cent, 10-cent, 20-cent and 50-cent and the gold colored \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and re-writes world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. For parents with children, childcare costs should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, basic travel, and telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Accommodation

The Institute is able to assist you in finding short-term accommodation prior to your arrival if and when requested. Please contact the Institute email for further details.

Accommodation costs can vary significantly depending on the level of accommodation and proximity to Fortitude Valley. Students can expect to pay between approximately \$250 - \$350 per week for a room in a share house close to the CBD.

The Institute does not offer accommodation services, however the Institute is able to refer students to appropriate accommodation services and are always available to discuss any issues or concerns a student may have with their current accommodation arrangements.

All students are encouraged to have accommodation organised prior to their arrival in Australia.

The following types of accommodation are available for International students:

1. Full Board (Home stay) AU\$180 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$200 - AU\$350 per week (unfurnished)

This accommodation can be booked prior to arrival. Two-weeks advance notice is required before you depart for Australia. Further details can be obtained from the International Student Welfare Officer.

Some useful Internet sites for housing are:

You can also access information on share accommodation at the following links:

Student Housing Australia - <http://sha.com.au/>

Share Accommodation - <http://au.easyroommate.com/?gclid=CLnI9-SDuMMCFZcmvQodAmEAmw>

Study in Australia - <http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation>
www.realestate.com.au

www.gumtree.com.au

www.flatmatefinders.com.au

<http://www.domain.com.au>

Medical Issues

From time to time people may get sick and require to access medical professionals, hospitals, dentists and other health related services. All International Students must have Overseas Student Health Cover (OSHC) before they enroll with us. Students may arrange this for themselves with any of the health insurance providers.

Overseas Student Health Cover (OSHC)¹

International students are required by the Government to join a private health insurance scheme. The OSHC premium cover must be paid before a student visa is issued. You will need to pay the OSHC premium at the same time as the course fees. The OSHC entitles you to free hospital cover and 85% of standard doctor's fees.

Links to their websites are:

- www.nib.com.au
- www.ahm.com.au
- www.medibank.com.au

It is a visa requirement that all overseas students possess OSHC while they are studying at the Institute.

We can arrange this for you prior to your arrival with our provider OSHC NIB. For further details or if you wish to arrange your own OSHC contact BUPA direct at www.nib.com.au.

Cost of Living, Food and Shopping

The Australian government recommends that the cost of living in Brisbane for an international student will be approximately \$20,290 per year (Reference: <https://www.expatistan.com/cost-of-living/brisbane>). If a student wishes to bring a partner the Department of Home Affairs indicate that an additional \$7,100 per year of study will be required for a partner. Married students with dependents will require approximately \$3,040 per dependent. This may vary significantly from person to person depending on their individuals taste and requirements.

Fruit, vegetables and meat are available fresh and at a reasonable price. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Shopping

The Central Business District of Brisbane and the surrounding areas have many shopping malls, department stores, discount stores, markets and supermarkets that can be reached easily by public transport. For more information on shopping and prices of products use any of the following links:

www.coles.com.au

www.woolworths.com.au

www.aldi.com.au

Or type "cheap shopping" into your Google browser

School-aged dependents

Schools fees apply to most dependents of temporary residents in Queensland. International student visa holders have certain obligations involving school-aged children if they are coming to Australia with school-aged dependents. There are some exceptions, for further information visit the website: <https://www.studyinaustralia.gov.au/explore-australia/qld/brisbane>.

Contact details

For policies and procedures that affect you:

- Speak with GAMMA

Go to your provider's website: www.gamma.edu.au

- Department of Home Affairs

For visa matters:

- <http://homeaffairs.gov.au>

ESOS Act

The **National Code 2018** is a legislative instrument of the **ESOS Act** and applies to providers of education for students on student visas in all sectors. The National Code 2018 requirements are in addition to the standards for specific sectors.

ESOS Enquiries

General enquiries: Phone: 1300 615 262

Online: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/Pages/ES-OSEnquiry.aspx>.

For immigration and visa enquiries, please visit: <https://immi.homeaffairs.gov.au/>

Breach of Code of Conduct

This Student Code of Conduct applies to all students of GAMMA, across all courses. A student breach of conduct occurs when a student behaves in a manner described below:

- Attacks, attempts to attack or threatens a person on GAMMA premises.
 - Acts against the Equal Opportunity practices of GAMMA which is committed to the prevention and elimination of discrimination on the grounds such as but not limited to the following:
 - Age
 - Impairment
 - Industrial activity
 - Lawful sexual activity
 - Marital status
 - Physical features
 - Political belief or activity
 - Pregnancy
 - Race
 - Religious belief or activity
 - Sex
 - Status as a parent or a carer
 - Disobeys or disregards any lawful direction given by an officer of The Institute.
 - Acts dishonestly or unfairly in connection with an assessment conducted by GAMMA.
 - Deliberately prohibits any teaching activity, assessment or meeting of GAMMA.
 - Engages in any conduct or activity damaging to the management and good governance of GAMMA.
 - Willfully damages or wrongfully deals with any GAMMA property.
 - Attends GAMMA whilst under the influence of alcohol or affected by drugs.
 - Carries or uses such items as firearms, knives, syringes, etc. as a weapon.
 - Fails to pay fee on time
 - Fails to comply with Work Health and Safety (WHS) /Occupational Health and Safety (OHS) regulations or willfully places another person in a position of risk or danger.
 - Constantly interrupts class time through the use of mobile phones/other electronic devices
- Uses abusive language

The following are the expectations from the expectations from the Student:

- The expectation that students will not engage in cheating or plagiarism or collusion.
- The expectation that students will submit work when required.
- The expectation that students will at all times meet the requirements, terms and conditions in the student agreement including payment of fees.
- The expectation that students will maintain consistent attendance by attending all required classes and assessments.
- The expectation that students will undertake all reasonable efforts to maintain satisfactory course progress.
- The expectation that students "at risk" of not meeting course progress requirements will participate in all aspects of the intervention strategy developed by the Institute in consultation with the student.
- Follow any reasonable direction from a member of GAMMA.
- Avoid swearing, drinking and eating in classrooms and other learning areas
- Behave responsibly by not being under the influence of drugs or alcohol.
- Avoid using mobile phones or any other electronic devices that may disrupt classes.

- Attend all scheduled classes

Student rights:

All students have the right to:

- Be treated fairly and with respect by GAMMA staff and other students
- Rights of consumer protection
- Learn in an environment free of discrimination and harassment
- Learn in a supportive and stimulating environment in which to pursue their goals
- Have access to counseling, if desired or required
- Privacy concerning records that contain personal information, subject to statutory requirements
- Be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
- Lodge a complaint / appeal without fear of retaliation or victimization
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure).
- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to study in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the RTO's property protected from damage or other misuse.
- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courteously

Academic Misconduct

Students are also required to adhere to the Institute code of conduct. If a student is found to have acted in a way that the Institute deems to be misconduct, it may impact their successful completion of the course. As outlined in the Code of Conduct, students are expected to approach learning and assessment activities in an ethical manner. At the Institute, our students almost always conduct themselves with integrity and do not engage in cheating, plagiarism or collusion. Cheating, plagiarism and collusion can occur over confusion about their meanings. While most students are familiar with cheating, the fundamental confusion occurs when students do not reference another author's ideas or words resulting in *plagiarism*. The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during the assessment process:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorized person during the assessment process
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g., in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes

Cheating in any form during assessments will result in the student's assessment submission being rendered invalid.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission, this also constitutes plagiarism. If a Student copies another Student's work and passes this off as their own, this is also a form of plagiarism and cheating.

During the assessment process you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not reference the original author, you are plagiarizing. Although, it is advised to reference Harvard Style, but other legitimate styles are also accepted as long as authorship is acknowledged. If students are including other people's work in submissions, for example, passages from books or websites, the reference should be made to the source.

For further information on what constitutes plagiarism please refer to: www.gamma.edu.au

Submitting plagiarized work during, as completed assessments will result in the student's assessment submission being rendered invalid.

Collusion

Collusion is the presentation of an assignment by a student as his / her individual work, which is in fact, might be the result of unauthorized collaboration with other students or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism often occur in-group work.

Unauthorized collusion during assessments will result in the student's assessment submission being invalidated.

Cheating and/or plagiarism and/or collusion during assessments will be treated as a breach of the student Code of Conduct. It is deemed 'Academic Misconduct' and may lead to the student being removed from the course and their student visa being cancelled. No refund is available to the student in such circumstances.

If you have been found to have cheated or plagiarised, there are penalties and processes that are followed, you may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment
- be suspended from studies
- have your enrolment cancelled
- be refused an entry in other institutions within Australia as it is taken seriously.

24-hours Support Contact

The following staff members can be contacted 24-hours if the overseas student faces any serious problem on campus and outside campus. This could involve any violence, traffic accident, robbery at house or while commuting, incident at home, crisis mental situation, medical situation. During Fire, ambulance and police emergency, the Student MUST call Phone 000. Students can also text the following staff for a return call if you do not have enough phone balance.

STUDENT CONTACTS

1. **Kiran wirring [0433530589] 24-hour phone number**
2. **Harpreet Wurring [0433572424] 24-hour phone number**
3. **Paul Stephenson [0423391186] 24-hour phone number**
4. **Vipin Dhingra [0425 072 090] 24-hour phone number**

Note: Above contacts are available 24 hours for Sydney & Brisbane campuses.

Other useful numbers

- Child Protection Helpline - 132 111 (24 hours/7 days)
- healthdirect Australia - 1800 022 222
- Kids Helpline - 1800 55 1800
- Lifeline - 13 11 14
- National Sexual Assault, Domestic Family Violence Counselling Service - 1800 737 732 (1800RESPECT)
- Surgery Access Line - 1800 053 456
- Victims Access Line - 1800 633 063

Helpful contacts for students (some services may attract fees and are payable by the student on their own)

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Lifeline 24-hour Counselling, Advice and Referral Services	Phone 131 114
Police Centre	Brisbane (07) 3737 5757 Sydney: 192 Day St, Sydney NSW 2000 Phone:(02) 9265 6499
Doctor	Brisbane Campus Valley Metro Shopping Centre Valley Metro, 31/230 Brunswick St (07) 3852 2030 Sydney Campus Ultimo Medical Practice Medical Center 82 Mountain St (02) 9212 1400
Dentist	Brisbane Campus Fortitude Valley Dentist 2/117 Warry St, Fortitude Valley QLD 4006 (07) 3666 0726 Sydney Campus Dental Connect Broadway Sydney 107/1 Bay St (02) 9211 238

Clinical Psychologist	<p>Brisbane Campus Dr Jane Zhao-O'Brien Psychologist Suite 30, Ballow Chambers, 121 Wickham Terrace, Spring Hill QLD 4000 0411 408 866</p> <p>Sydney Campus Talking Minds - Psychologist 74/330 Wattle St (02) 9114 997</p>
Community Centre	<p>Brisbane Campus Common House Address: 74B Wickham St, Fortitude Valley QLD 4006 Phone: (07) 3161 2936</p> <p>Sydney Campus Ultimo Community Centre 40 William Henry St, Ultimo NSW 2007 Phone: (02) 9298 3111</p>
Counsellor	<p>Brisbane Campus The Australian Institute of Professional Counsellors 47 Baxter St, Fortitude Valley QLD 4006 (07) 3112 2000</p> <p>Sydney Campus Address: 74/330 Wattle St, Ultimo NSW 2007 Phone: (02) 9114 9977</p>
Free Legal Services	<p>Brisbane Campus Legal Aid 44 Herschel St, Brisbane City QLD 4000 1300 651 188</p> <p>Sydney Campus Phone: (02) 9698 7645 or Translating and Interpreting Service on 131 450.</p>
Legal assistance	<p>Brisbane Campus Hynes Legal 108 Wickham St, Fortitude Valley QLD 4006 (07) 3193 0500</p> <p>Sydney Campus Mercantile Legal Services 99 Jones St (02) 9211 9980</p>
External appeals body (see complaints and appeals information)	<p><i>Overseas Students Ombudsman</i> <i>website www.oso.gov.au or phone 1300 362 072</i></p>
Pharmacies	<p>Brisbane Campus TerryWhite Chemmart Valley Metro Chemist Shop 25 - 29 Valley Metro, 230 Brunswick St, Fortitude Valley QLD 4006 (07) 3252 8034</p> <p>Sydney Campus Varsity Pharmacy Chemist 145 Broadway (02) 9212 3513</p>

Physiotherapist	Brisbane Campus St Pauls Terrace Physiotherapy 438 St Pauls Terrace, Fortitude Valley QLD 4006 1300 709 076 Sydney Campus 113/330 Wattle St, Ultimo NSW 2007 Phone:(02) 9212 5283
Study in Australia	https://www.studyinaustralia.gov.au/
Youth Central	https://www.csyw.qld.gov.au/youth
Study in Brisbane	http://www.choosebrisbane.com.au/Study
Study in Sydney	http://www.study.sydney

External Counselling/Personal

- Support Lifeline: 13 11 14 or www.lifeline.org.au
- Relationships Australia - 1300 364 277 <http://www.relationships.org.au>
- MensLine Australia – (For men of any age) 1300 78 99 78
- Kids Helpline (For young people aged 5-25) – 1800 551 800

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 (the WHS Act) provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work.

All workers are protected by the WHS Act, including:

- employees
- contractors
- subcontractors
- outworkers
- apprentices and trainees
- work experience students
- volunteers
- employers who perform work

Work Health and Safety Act 2011 (NSW)

The Work Health and Safety Act 2011 NSW provides a framework to protect the health, safety and welfare of all workers at work. It also protects the health and safety of all other people who might be affected by the work.

Health and Safety and Hazard Identification

All staff and students' health safety and comfort will be maintained in accordance with the relevant legislation. All operations of the RTO will meet the requirements of Occupational Safety and Health in respect of the activities involved, the equipment used, the people involved and the environment in which the activities will take place.

Hazards identification

According to Occupational Safety and Health potential hazards are:

- eliminated, isolated and minimized.
- Any potential and actual hazards are identified.
- Any potential and actual hazards are effectively managed.
- Emergency procedures are established to deal with identified hazards.

Students must report any hazard to the RTO staff using any means convenient.

Students will be inducted to the Campus Safety guidelines during the orientation and during their classes.

Contact details

For policies and procedures that affect you and you want to know more:

- Speak with The Institute
- Go to your provider's website, www.gamma.edu.au

Your responsibilities

As an overseas student on a student visa, you have responsibilities to:

- Satisfy your student visa conditions

- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
- Meet the terms of the Student Offer written agreement.
- Inform your provider if you change your address, phone, emergency contact and email.
- Maintain satisfactory course progress
- Follow appropriate and accepted conduct
- Maintain student visa conditions

Tips on what to do Upon Arrival in Australia:

- Call home informing that you have reached safely
- Settle into your accommodation
- Contact the RTO and inform the RTO about your arrival
- Purchase household items and food
- Enroll children in school (if applicable)
- Attend student orientation
- Request for a student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend course specific orientation sessions
- Get Learning Materials from RTO
- Start classes
- Apply for a tax file number if seeking work
- Get involved in student life and associations (e.g., music, sporting and cultural clubs).

Change of Address information from students

Upon arriving in Australia, you are required to advise GAMMA of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under the Education Services for Overseas Students (ESOS) Act 2000, GAMMA is obliged to serve a notice at your last known address for important correspondence. Therefore, it is your responsibility to ensure that you always update your address details at the RTO and other places.

Student Identification Card

Each student will be issued with a Student Identification Card as soon as practicable during first week of class attendance.

Building Security

GAMMA will ensure only staff and students are able to access the premises. This will include a reception area that is always manned or locked with appropriate access only.

Classrooms

Classrooms are fully equipped with a capacity to cater up to 15 to 25 students. All classrooms are furnished with appropriate classroom furniture, projectors, whiteboards and audio equipment, chairs, Skype aids, desks, electrical points for student laptops and *Wi-Fi* Internet to facilitate effective learning. Collectively, all the technology including the available laptops (available for borrow) will be used to simulate workplace conditions (e.g., business meeting, Skype conference, presentation) in classrooms.

Lap-top Borrowing

Our lab enables access to computers and Internet for student use. The usage is limited to 2-hours ensuring all students can use the facility and Internet access. However, students can borrow a lap-top for use by signing the inventory register. All students can also obtain a Wireless Fidelity (WIFI) access from the RTO reception staff to connect their portable computer devices without any cost. Collectively, computer facility, lap-top borrowing and a free WIFI access will enable students to conduct their research and access e-mail. Students are not to indulge in any downloading where copyrights are at place (e.g., downloading movies from Torrents, songs, MP3s & other copyrighted protected intellectual information). Students are also afforded audio-visual equipment and data projectors for in class presentations.

MESSAGE FROM AUSTRALIAN GOVERNMENT



Australian Government

BUILDING OUR FUTURE

Education Services for Overseas Students (ESOS) framework

GAMMA shares the Following information about the ESOS framework, including official Australian Government material or links to this material online. It is noteworthy that the information is provided by Australian Government [<https://internationaleducation.gov.au>]

International education: ensuring quality and protecting students

Australia welcomes international students

The Australian Government wants international students to have a rewarding and enjoyable experience when they come to Australia to study. Australia offers high quality education services and protects the rights of international students to ensure you make the most of your time here. This fact sheet contains important information for student visa holders about living and studying in Australia, including your consumer rights and responsibilities as an international student and key things you should know before and during your study.

Australian laws protect international students

As a student on a student visa, you benefit from Australian laws that ensure high standards of education, facilities and support services while you are in Australia. You also have rights to information about your course and the institution you wish to study with before and during your enrolment. The Education Services for Overseas Students (ESOS) framework offers you financial protection in case your education institution does not deliver what it has promised you. You can find out more about the framework at <https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx>.

Before you begin your studies

Choosing a course to study

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

CRICOS is a good place to start when you want to find a course or education institution to study with, and, can be found at <http://cricos.education.gov.au>.

Using an education agent

International students do not have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the institution you want to study at. You can find a list of education agents on the institution's website.

The law requires institutions to use only education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Immigration and Border Protection's website at www.border.gov.au/Trav/Visa/Usin. If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Written agreements or contracts between the student and institution

Under Australian law an education institution must have a written agreement with you outlining the services they will provide, all the fees you are required to pay, and conditions for refunds of money you pay for the course.

The written agreement is a legal contract. You should read it carefully and make sure you fully understand what it says before signing it. You and your education institution must follow whatever is set out in the written agreement once you have accepted it, so you should keep a copy of it. Should you ever make a complaint about your institution, you will need to refer to your written agreement. You can find out more about making complaints on

this fact sheet under the heading: Making complaints and getting help.

Your rights before you enrol

Even before you enrol with an education institution, under Australian law you have the right to:

- receive current and accurate information about the courses, entry requirements, all fees and modes of study from your institution and your institution's agent before you enrol
- sign a written agreement with your institution before or at the time you pay fees. You do not have to pay the institution any money or fees until you accept the agreement
- seek a refund in certain situations for course money you have paid. Information about refund arrangements must be included in your written agreement
- get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your institution is unable to teach your course (known as a provider default), visit <https://tps.gov.au/> for more information
- access complaints and appeals processes
- request to transfer to another institution and have that request assessed by your institution.

Paying your tuition fees

From 14 December 2015, changes to Australian law give international students more choice about how they pay their fees. Previously you could not pay more than 50 per cent of your fees before you started a course. Now you can choose to pay more than 50 per cent of your tuition fees before you start. For example, you or the person who is paying your fees may decide this is a good idea if the Australian dollar exchange rates mean you will save money by paying more of your fees early.

Your education institution may ask you if you would like to pay more than 50 per cent of your fees before you start your course. This is your choice. Your institution cannot require you to pay more, unless you are doing a short course of 25 weeks or less. If your course is longer than 25 weeks, you cannot be asked to pay more than 50 per cent of your tuition fees before you start.

Your institution may wish to organise a payment plan so you can start regularly paying the rest of your tuition fees once you start the course. Your written agreement should include an itemised list of all the fees you will be charged for your course, including your tuition fees and how they will be paid, and refund arrangements.

In Australia there are also very strong protections for students' fees, which you can learn more about on this fact sheet under the heading: Protecting your tuition fees.

What happens if you can't start the course because your visa is refused?

If you have paid fees to an education institution and your visa is refused, you are entitled to a refund. Under Australian law, the institution is allowed to keep either 5 per cent of the tuition fees you paid or \$500, whichever is the lowest amount, and must refund you the rest.

If your visa is refused after the course was due to start, the institution can keep tuition fees for the number of weeks that have passed since commencement, and must refund you the rest of the fees.

What happens if you decide you don't want to start or continue the course?

If you change your mind and do not want to start the course, you may be entitled to a refund. If you have a written agreement with the institution, the amount of your refund will depend on the written agreement, which should tell you what will or will not be repaid to you.

If you do not have a written agreement, you have the right to receive some of your fees back. Under Australian law, the institution is allowed to keep either 5 per cent of the fees you paid or \$500, whichever is the lowest amount, and must refund you the rest of the tuition fees you paid them.

During your studies

Support services for you in Australia Under Australian law your education institution must offer you support services to help you adjust to study and life in Australia, achieve your learning goals and maintain satisfactory progress in your learning. This support is available because we recognise that Australia may be a new environment for students, with different laws, culture and customs. Your education institution must give you advice on:

- support and welfare services available at the institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying
- services international students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman (from 1 January 2018).

Many education institutions also offer career advice services. You should ask them whether they can help advise you on working and careers.

Welfare for students under 18 years of age

If you are under 18 years of age, you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare. This is for your personal safety and applies for the length of your student visa or until you turn 18.

If you are under the age of 18 your visa application must demonstrate that you will be accompanied by a parent, legal custodian or an eligible relative. If you will not be living with one of these people, your education institution can agree to be responsible for approving your accommodation,

support and general welfare arrangements while you are in Australia on a student visa.

If your education institution has approved your living and general welfare arrangements, but you wish to change them, you must have the approval of your institution before you do so. This is because your institution must advise the Department of Immigration and Border Protection as soon as possible about changes to living and welfare arrangements for students under 18.

If you don't have your institution's approval, this may be reported to the Department of Immigration and Border Protection. If this happens, you will be in breach of student visa condition 8532 and your visa may be cancelled.

For more information about visa requirements for students under the age of 18, visit: <http://www.border.gov.au/Busi/Educ/Educ/Welfare-requirements-for-student-visa-applicants-under-18> and <http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>.

Your responsibilities as an international student in Australia

As an international student on a student visa, you must:

- comply with your student visa conditions
- ensure you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia on a student visa
- tell your institution if you change your address or other contact details
- meet the terms of your written agreement with your education institution
- maintain satisfactory course progress and attendance.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection's website at: www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students, or call 131 881 on Monday – Friday from 8.30am to 4pm inside Australia (except public holidays).

Academic integrity and misconduct

The Australian Government and education institutions take issues of academic integrity very seriously. Education institutions have many ways of detecting cheating or plagiarism in exams and assessments.

Using ghost writing services, asking someone to take an exam in your place, or any other kind of academic misconduct will result in serious action being taken against you. Your enrolment or student visa could be affected, or cancelled altogether.

If you are struggling with your studies, it's best to ask your institution what support services they can offer you.

Your consumer rights and protections

Protecting your tuition fees

Australia is widely recognised as a world leader in protecting the tuition fees of international students through its Tuition Protection Service (TPS). The TPS assists international students whose education institutions are unable to fully deliver their course of study, and ensures that international students are able to either:

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

In the unlikely event your education institution is unable to deliver a course you have paid for, they have obligations to offer you an alternative course or, if you do not accept the alternative course, pay you a refund of your unspent prepaid tuition fees. If your institution is unable to meet these obligations for some reason, the TPS will assist you in finding an alternative course or getting a refund if a suitable alternative is not found.

For more information on the TPS, visit www.tps.gov.au. If you are a student whose provider is unable to fully deliver your course, you can call (02) 6271 3440 for assistance.

Working in Australia

Australian workplace laws provide basic protection and entitlements for all workers in Australia, including workers from overseas. International students have the same entitlements to minimum wages and conditions as Australian workers, as well as superannuation and workers' compensation under Australian workplace laws.

The minimum wages and conditions to which an employee is entitled are set out in awards (also known as modern awards). Awards apply to employees depending on the industry they work in or the job that they do. Awards don't apply when a business has an enterprise agreement or other registered agreement that covers the employee's working conditions. For more information on awards and agreements, visit www.fairwork.gov.au/awards-and-agreements.

Australian laws also protect you from being discriminated against at work, for example because of your race, when you are applying for a job, about to begin a job, or any time during your employment. For more information about discrimination at work, visit: <https://www.fairwork.gov.au/employment-entitlements/protections-at-work/protection-from-discrimination-at-work> or <https://www.humanrights.gov.au/>.

The Fair Work Ombudsman (FWO) helps employers and employees to understand their rights and responsibilities at work. The FWO can also investigate suspected breaches of workplace laws. To find out what you should be paid and learn more about your minimum workplace entitlements you can visit www.fairwork.gov.au. You can also call 13 13 94 from 8am to 5.30pm Monday to Friday inside Australia (except public holidays). Getting help to resolve a workplace issue will not automatically affect your student visa.

You are limited to 40 hours of work per fortnight when your course is in session, and unlimited hours in out of session periods. This is to ensure you are mainly focused on your studies. Work conditions for student visa holders can be found on the Department of Immigration and Border Protection

Changing education institutions or courses

If you are not satisfied with the course you are doing and wish to transfer to another education institution, before you make the decision to enrol with another institution you should be aware that there are rules about what you can or cannot do.

From 1 January 2018, if you are a school student and want to change to another education institution before finishing the first six months of your first school course, you must seek permission from your original education institution to transfer. Six months after you start your first school course, you can change to another education institution without asking your original education institution for approval.

For all other students, if you haven't completed six months of your principal course (the main course of study you are undertaking), Australian legislation says that you can only change education institutions if:

- your original institution can no longer provide the course you enrolled in, or
- your original institution says they will release you, or
- you have a government sponsor and that sponsor writes a letter saying they support your change of course.

In other words, you will usually need your institution's permission if you want to transfer before you have completed six months of your principal course.

Your original institution can only provide a letter of release if:

- you have a letter from another institution saying they have made you an enrolment offer
- where you are under 18, you have the support of your parent or legal guardian, or the institution wishing to enrol you says they will take responsibility for your welfare.

You should read and understand your institution's transfer policy, as it should clearly state the reasons that you may or may not be granted a transfer. Your education institution must assess or consider your request to transfer against this policy. If you are not satisfied with your institution's decision, you can appeal through their internal appeals and complaints handling process. If you are not satisfied with the outcome of that internal appeal process, your options are outlined in the NEXT section Making complaints and getting help. If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about the impact of changing courses or education institutions is available on the Department of Immigration and Border Protection's website at: <http://www.immi.gov.au/Study/Pages/changing-courses.aspx>. For more details about the legislative requirements around transferring courses, you can visit: <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-StudentsESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD7.aspx>

Making complaints and getting help

If you have a complaint about your institution, you should talk to them first. Your education institution must have complaints and appeals processes in place to help students resolve their issues.

If you cannot resolve your complaint with an institution, there are other actions you can take. You will need to find out whether your institution is a private or government type by searching them and looking at the Institution type field on the CRICOS website at <http://cricos.education.gov.au/Institution/InstitutionSearch.aspx>. If your institution is a private (non-government) organisation, you can take your complaint to the Overseas Students Ombudsman (OSO). Refer to the Overseas Students Ombudsman website at <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> for more information about how the OSO can help students, or call 1300 362 072. If you are studying with a government education institution, which includes most universities and TAFEs, the external appeal body will most likely be the ombudsman for the state or Commonwealth. Your education institution can give you the best information about the appropriate external appeals process for their institution. You can find the contact details of all Australian ombudsmen at: www.ombudsman.gov.au/about/our-history/state-and-territory-ombudsmen.

Questions?

If you have any questions or concerns that haven't been answered in this fact sheet, you can submit an enquiry at <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-OverseasStudents-ESOS-Legislative-Framework/ESOSenquiries/Pages/Default.aspx>.

Find out more and connect on social media

Study in Australia is the official Australian Government website for international students. You can connect with it through:

- Website: <https://www.studyinaustralia.gov.au/>
- Facebook: <https://www.facebook.com/studyinaustralia>
- Twitter: <https://twitter.com/futureunlimited>
- YouTube: <http://youtube.com/afutureunlimited>

The Fair Work Ombudsman gives you information and advice about your workplace rights and obligations. You can connect with it through:

- Website: <https://www.fairwork.gov.au/>
- Facebook: <https://www.facebook.com/fairwork.gov.au> • Twitter: https://twitter.com/fairwork_gov_au
- YouTube: <http://www.youtube.com/user/FairWorkGovAu>
- Subscribe to email updates at <https://www.fairwork.gov.au/Website-information/staying-up-to-date/subscribe-to-email-updates>

International Students may visit the following weblink to obtain more information: <https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx>

END OF AUSTRALIAN GOVERNMENT MESSAGE