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Welcome to Griffin College

At Griffin College, first and foremost, we want you to succeed.

Our learning environment has been created with this philosophy in mind to deliver a platform for you to maximise and find your true potential. We are committed to providing you with the necessary tools for you to achieve, and reach, your goals.

The process of choosing the right training provider is the first step towards your success. We invite you to read over our website and handbook and make an informed decision with complete confidence our College is the right fit for you.

This student handbook is also designed to provide you with sufficient information on our College and our courses to ensure your transition to studying in Australia is as easy as possible.

Many of our staff have faced similar challenges as international students themselves which allows us to tailor our College accordingly to ensure the transition into Griffin is as seamless as possible for you. This means you benefit from our collective experiences and we can help you adjust into your new life.

We are a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA). All qualifications taught at the College are nationally recognised (in Australia) giving you more flexibility when looking at further studies and are delivered to the highest standards of Australian education.

It is our responsibility and duty to you as our learner to provide an College which will equip you with broad minded thinking to help you grow both personally and professionally. During your time with us we will support you and offer our assistance to ensure a smooth passage to completion of your studies.

Mrs Kamanjeet Kaur Brar  
Principal Executive Officer  
Griffin College

## **Why Study in Australia?**

It may surprise you to learn, but Australia is the third most popular choice for international students behind only America and the United Kingdom. This is because we boast an exceptional history of providing high quality education, consistently, over many years.

With an estimated population of 24 million, we are one of the least populated countries with the majority of people settling near coastal areas. Owing to our natural resources, we are one of the most affluent.

As a country to visit we have so many points of natural beauty and world-famous landmarks you will not know where to begin your adventure. There are of course several thousand kilometres of beaches with Fraser Island in Queensland the world's only sand island.

Our landmarks include the sacred Aboriginal 'Uluru' or Ayers Rock, the Sydney Opera House and Harbour Bridge, Great Barrier Reef, Blue Mountains of New South Wales and the amazing beaches of Queensland. There are also many tropical rainforests and waterfalls which offer walking tracks through the beauty of the Australian Bush.

Australia consists of six states and two territories with the Southern States having temperatures a little more varied with snowfields active in winter, whilst the more Northern have a tropical climate all year around which sees winter days in Queensland range between 18-28 degrees.

We are also home to some of the rarest fauna and wildlife with kangaroos and koala being native to the land as well as emu, ostrich, camel, the dingo (wild dog) and some of the most amazingly marked birds with the distinctively sounding Kookaburra heard to chirp at sunrise and sunset denoting the opening and closing of each day.

With excellent transport networks, culture and lifestyle choices to meet all needs, Australia not only boasts a phenomenal track record in education but also an amazing experience for those who choose to study here.

## **The Griffin Experience**

We want you to enjoy yourself while you are learning at the Griffin College. Our College has supportive networks of people to make your time with us fun and fulfilling.

We offer our students:

- Bright, spacious classrooms set up with modern equipment, for students to learn the most up to date techniques
- A well-equipped study area with access to internet
- Excellent location

- Access to expert trainers to help you manage your program and any difficulties that might affect your studies
- Student Services personnel to help in other areas, including personal welfare and guidance
- Free internet access to support in your research activities
- Email access to teachers and staff at any time

The aim of Griffin College is to provide students with a clean and harmonious atmosphere in which to study. Common areas are provided for student's comfort. Onsite students will have access to:

- A kitchenette with a refrigerator, microwaves, tea and coffee making facilities. Students are encouraged to bring their own food
- A computer lab with internet access is available for student use for research or assignment work. Students are welcome to use the College for some quiet study or to relax between classes.

#### **PRACTICAL TRAINING, NON-DISCRIMINATORY ENVIRONMENT**

In order to avoid misunderstandings related to different cultural ways of life and religious beliefs in different countries, students should be aware of the following:

Classrooms at the College are a non-discriminatory environment and in order to complete the course successfully students must participate in all practical training required by the Course Curriculum.

#### **GRIFFIN COLLEGE DEATILS**

- Legal Name: Griffin College of Management & Technology Pty Ltd
- Business Name: Griffin College
- CRICOS Code: 03505F
- Registered Training Organisation Code (RTO No) 41501
- Website: [www.griffin.edu.au](http://www.griffin.edu.au)
- Email: [info@griffin.edu.au](mailto:info@griffin.edu.au)
- Phone: +61731065394 Toll Free Call 18001-19001 (Within Australia)
- Address: Level 1, 30 Herschel Street Brisbane QLD 4000.
- Country Location: AUSTRALIA

## **COURSE INFORMATION**

The Griffin College delivers the following courses to International students:

**BSB50215 Diploma of Business [CRICOS Course Code 092293J]**

Duration: 52 Weeks including 12 Weeks of holidays

**BSB60215 Advanced Diploma of Business [CRICOS Course Code 092295G]**

Duration: 52 Weeks including 12 Weeks of holidays

**BSB51918 Diploma of Leadership and Management [CRICOS Course Code 098859E]**

Duration: 52 Weeks including 8 Weeks of holidays

**BSB61015 Advanced Diploma of Leadership and Management [CRICOS Course Code 093696D]**

Duration: 52 Weeks including 8 Weeks of holidays

**SIT50416 Diploma of Hospitality Management [CRICOS Course Code 093697C]**

Duration: 104 Weeks including 24 Weeks of holidays

Refer to our website [www.griffin.edu.au](http://www.griffin.edu.au) for more information about each of the above courses.

### **Course Entry Requirements**

For following qualifications:

- **BSB50215 Diploma of Business [CRICOS Course Code 092293J]**
- **BSB60215 Advanced Diploma of Business [CRICOS Course Code 092295G]**
- **BSB51918 Diploma of Leadership and Management [CRICOS Course Code 098859E]**
- **BSB61015 Advanced Diploma of Leadership and Management [CRICOS Course Code 093696D]**

The BSB Business Services Training Package does not specify any entry requirements for these qualifications.

Following are entry requirements set by the Griffin College.

Griffin College's entry requirements:

- Students must be 18 years of age
- Completion of year 12 or equivalent, if applicable

### **English Requirements.**

As required by Department of Home Affairs (DHA)

[<https://www.homeaffairs.gov.au/trav/stud/more/student-visa-english-language-requirements>]

- IELTS (English) Overall band score of - 5.5
- TOEFL (Internet Based) - 46
- PTE Academic - 42

### **Students may also be asked to:**

- complete an LLN assessment to demonstrate that they have the required level of LLN skills required for the successful completion of the course

## **Course Entry Requirements**

### **For SIT50416 Diploma of Hospitality Management [CRICOS Course Code 093697C]**

*The SIT Tourism, Travel and Hospitality Training Package does not specify any entry requirements for this qualification.*

Following are entry requirements set by the Griffin College.

Griffin College's entry requirements:

- Students must be 18 years of age
- Completion of year 12 or equivalent, if applicable

## **English Requirements.**

As required by Department of Home Affairs (DHA)

<https://www.homeaffairs.gov.au/trav/stud/more/student-visa-english-language-requirements>

- IELTS (English) Overall band score of - 5.5
- TOEFL (Internet Based) - 46
- PTE Academic - 42

## **Students may also be asked to:**

- complete an LLN assessment to demonstrate that they have the required level of LLN skills required for the successful completion of the course

## **Students must also:**

- have access to a workplace and may organise their own work placement or Griffin College will assist in organising work placement. As part of this qualification, students will be required to complete 36 complete service periods (shifts).

## HOW TO APPLY

When you are ready to apply for the course of your choice you need to:

1. Read the International Student Handbook and/or visit our website completely ensuring you fully understand what is required of you as a student.
2. Visit our website [www.griffin.edu.au](http://www.griffin.edu.au) and complete the International Student Application Form. This can also be sent to you post or email. Make sure you complete the form in full and sign the Student Declaration page. This acknowledgement states that you have read, understood and agree to abide by the Rules and Regulations contained within this International Student Handbook.
3. Attach the following items with the Enrolment Form:
  - Copy of current passport (certified/original signed) – Photo page and relevant visa page
  - Evidence of current English proficiency or equivalent; IELTS, PTE, TOEFL with minimum 5.5 overall band (certified/original signed) if required.
  - English Translations where applicable
  - Course entry documents (Year12) including academic history (certified/original signed)
  - Evidence of overseas Student Health Cover (original signed)
  - RPL/Course credit details - if applicable
  - Copy of visa - if applicable
  - Letter of release - if applicable
4. Send in your Application Form and supporting documents along with your application fee to:

[info@griffin.edu.au](mailto:info@griffin.edu.au)

Paper applications can be sent to:

Griffin College

PO Box 4313

EIGHT MILE PLAINS QLD 4112

Contact Details:

Telephone: +61 7 3106 5394

Email: [info@griffin.edu.au](mailto:info@griffin.edu.au)

Web: [www.griffin.edu.au](http://www.griffin.edu.au)

The College reserves the right to check the validity of all documents tendered.

## OFFER OF PLACEMENT

Once the International Application Form, your supporting documentation and the non-refundable application fee have been received and accepted, we will send you an official Letter of Offer & Acceptance for entry into your chosen course. This will occur within 10 working days.

### NOTE:

- An offer of placement will only be given to those students who meet the requirements and who are enrolling in a full time course.
- After you have received the Letter of Offer you will need to Accept the Offer and pay the required fees to confirm your place in the course. Total fees for the course are included on our webs site and the Letter of Offer you receive will include a detailed payment schedule.
- Upon receipt of payment, you will be issued with a Confirmation of Enrolment(CoE) and Student Identification Number. This will complete the enrolment process.
- When you receive the CoE, you may apply for an Australian Student Visa. Information about applying for a visa can be found at:  
<https://www.homeaffairs.gov.au/trav/visa-1/500->
- If Griffin College grants the student course credit, which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course. See the section in this Handbook on applying for credit.
- If the course credit is granted after the student visa is granted, the change of course duration will be reported to DET via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Please Note the Letter of Offer will be based on the following conditions:

- Griffin College agrees to recruit students in an ethical and responsible manner and provide them with information that enables each student to make informed decisions about studying with the College.
- That we have determined that you have met the entry requirements to enrol in the course.



## **UNIQUE STUDENT IDENTIFIER (USI)**

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

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

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:

<http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI.

## **Visas**

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/trav/visa-1/500->

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application.

You may wish to use a registered migration agent to assist you with your application, or the College has a range of education agents who can assist you with the process of applying for a course and including assistance with visas.

Contact us for details of the education agents that we use.

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process. If your visa is not approved, Student will receive a refund as per Griffin College refund policy.

## Visa Conditions

It is important that you abide by the conditions of your visa as failure to comply with these conditions may result in the cancellation of your visa.

You must comply with the following conditions:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are released by education provider to attend another institution. Please consult with Department of Home Affairs before you change the education provider. Department of Home Affairs website is: <https://www.homeaffairs.gov.au>

## Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive.

The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

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

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

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

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

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

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

### **Arranging Travel and Documents to Bring**

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by the College.

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

### **Migration Agents**

You can also use a migration agent to assist you with the visa process. A migration agent is a person or an organisation which uses their knowledge of migration procedures to offer advice or assistance to a person wishing to obtain a visa to enter or remain in Australia, or to a person nominating or sponsoring a visa applicant. All migration agents who receive a fee or reward for their services must be registered with the Migration Agents Registration Authority (the MARA).

Migration agents must hold a current legal practising certificate issued in Australia. They are also required to follow a Code of Conduct (which is contained in the Migration Agents Regulations 1998). This code is legally binding on all registered migration agents.

Further information can be obtained by visiting the following website

<https://www.mara.gov.au/>

## **Migration and Skill Assessment Outcome**

Please note, Griffin College don't guarantee any Migration/Visa outcome of any country including Australia for any of its courses offered.

## **Student Induction and Orientation**

Student Orientation day is conducted for all new students at the beginning of each term. It is essential for all new students to attend this session to understand the Griffin College academic systems, rules and regulations and familiarise themselves with the facilities.

Students must bring with them; valid passport and current residential address.

Typically, the orientation day includes:

- Introduction to College facilities and the study environment
- Introduction to Trainers and Administration team
- Introduction to course structure and timetable
- Information contained in the student handbook
- Information about academic and attendance requirements

Students will then be asked to sign a Student Orientation Declaration form that acknowledges that they understand and agree to comply with student visa conditions and aware of their rights and obligations as a student of the Griffin College.

## **Student Timetable**

Following enrolment, students will be provided with a timetable for their course.

The timetable will include the days and times each student is required to attend the College.

For all international student's classes are scheduled for 20 hours per study week with a break in between terms. Additional breaks will be Australian public holidays.

When holiday break occurs at Christmas time (December-January), all dates will be clarified by the College upon induction. The return date is generally around mid January.

Students are advised that in order to achieve prescribed skills and competencies it will be necessary to practice skills learnt and undertake self-study at home in further addition to class hours spent at the College.

## **EMPLOYMENT ADVICE & ASSISTANCE**

This is a very, very important part of further education. Many choose to study to improve their prospects within the job market in search of improved salary or conditions.

Education is but one portion of the equation with the other being how to successfully present yourself to perspective employers in cover letters, resume and ultimately, an interview.

Putting our many years of collective experience together we offer you a free service to help you find work and on how to present yourself in the best way possible.

Though we are unable to guarantee anything, we will do our utmost to use our extensive network to assist where possible in finding you employment. We have many contacts within the community who are happy to employ students before and after graduation.

## **FEES**

Griffin College fees are designed to minimise the impact of fees and charges, through flexible payment plans, dependent on the type of course service. Griffin College is committed to cost efficiency for Recognition of Prior Learning (RPL) applications and will at all times seek to complete any RPL application you submit at the same cost or lower than normal course delivery costs.

### **STUDENT SUPPORT SERVICES FEES**

General student support services are available to you with no additional fees payable.

### **REPEATED ASSESSMENT ARRANGEMENTS**

You are able to attempt assessment to complete a unit of competency on three (3) occasions within your initial course services fee arrangements. Griffin College does not levy additional fees for these attempts.

### **TESTAMUR DOCUMENTATION RE-ISSUE FEE**

Griffin College levies a nominal testamur documentation fee for the re-issue of testamur documentation on request. This fee is amended from time to time and is publicly published on the Griffin College website and in the Student Handbook. This is payable on receipt of a re-issue request.

### **INCIDENTAL EXPENSES**

There may be some instances of a personal cost to a Student over and the general course fees. These costs might include essential equipment (such as tools), textbooks, field trip transport

and accommodation costs or other optional charges such as alternative resources / access arrangements. In all cases, items purchased remain your property during and on completion of the course services.

## OTHER FEES/EXPENSES

**Please note that all of the below additional fees are ‘unprotected fees’ and are non-refundable once levied.**

| Fee Type   | Amount   | Payable  |
|--|--|--|
| Refund administration Fee  | A\$250   | On request of Refund as per Refund Policy                                |
| Change of course fee   | A\$250   | On request to change course. for every time you change course.           |
| Deferment of course  | A\$250   | On request to defer the course, for every time you defer course/courses. |
| Interim Transcript Document request form<br>1st copy free, there after \$50  | A\$50  | When Request is made, every time you make request.                       |
| Student ID Card 1st copy free, thereafter \$10 for every time ID Card printed  | A\$10  | When Request is made, for every time you make request                    |
| Testamur and final transcript Document request<br>1st copy free, thereafter \$50   | A\$50  | When Request is made, for every time you make request                    |
| Statement of Attainment Document request<br>1st Copy free, thereafter \$50   | A\$50  | When Request is made, for every time you make request                    |
| Printing and photocopy   | 10 cents per page                                | When Request is made, for every time you make request                    |
| Late fee payment.  | A\$10 per day                                    | For every payment that is late.  |
| We accept Master & Visa credit card, if you will be making payment by Australian credit card, extra 2% credit card surcharge will apply. This will be 4% in case of non-Australian credit cards. | 2% or 4% of Required payment as the case may be. | When payment is made, for every time you make payment.                   |

## **DEBT COLLECTION**

You are required to pay all your Course fees as they become due (as per the conditions outlined in the enrolment documentation). Delays in payments may result in late fee fine. Ongoing delays in payment of College fees may result in cancellation of enrolment. Griffin College reserves the right to take the services of a debt-collection agency for the collection of overdue fees, in circumstances where the College's internal processes to collect the fees have not been successful. In such circumstances, costs for full debt collection/recovery, including costs such as demand letters, skip/trace, solicitor's involvement etc. will be added to the amount outstanding. In that case, in addition to outstanding fee, you will also be liable for the costs associated with recovery of outstanding fee. Griffin College reserves the right to withhold granting the award attained by the student/Refuse to do verification of any qualification for any purpose, if any nature of student fees remains outstanding

## **PAYMENT ADVICE**

Please Do not make payment until you sign/accept your Offer Letter and return it to Griffin College. Payment can be made by telegraphic transfer, cash, cheque or direct deposit into the College bank account. We accept Master & Visa credit card, if you will be making payment by Australian credit card, extra 2% credit card surcharge will apply. This will be 4% in case of non-Australian credit cards.

## **GRIFFIN BANK DETAILS**

- Name of Bank: COMMONWEALTH BANK OF AUSTRALIA.
- Account Name: Griffin College of Management & Technology Pty Ltd
- BSB: 064-000
- Account number: 14974255
- SWIFT Code CTBAAU2S
- Bank Branch Address: 240 Queen St, Brisbane City QLD 4000, Phone: +61732373111
- Reference ID: Your Student Number

## **Living in Australia**

The following information is taken from the "Study in Australia" website.

For more information visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)

## **INTRODUCTION**

Australia is so big and diverse that it could never merely be the sum of its icons. The stunning architecture of the Sydney Opera House, the glow of Uluru (Ayers Rock) at dusk, a wave curled above a colourful reef – these are only part of the experience that unfolds once your feet touch the soil of this awesome country-continent.

Australia's natural beauty is one of its biggest attractions. The landscape varies from endless sun baked horizons to tropical rainforests to chilly southern beaches. Its cities blend an enthusiasm for art and food with a love of sport and the outdoors. Visitors will have to re- think their grasp of geography in this huge country. The sheer vastness gives Australia – and its diverse population – much of its character.

Many things about this faraway island are different, even the things that sound familiar. You may have visited remote places, but not the sublime isolation of the outback, with its dazzling salt pans and sandstone towers. You would have encountered wildlife, but when did you last ride a camel among desert oak trees or have your camp site visited by a Tasmanian devil? Perhaps you've enjoyed seafood, but here you'll taste barramundi fish and delicious Moreton Bay bugs (a shellfish). From rainforest trails to fascinating museums, vibrant multicultural cities to a love of sport, Australia is unique.

### **TIME ZONES**

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So it may be a little confusing. If you plan to travel around October and March, be sure to double check the times of departure and if daylight savings affects you.

|   |                    |
|---|--------------------|
| Australian eastern standard time (AEST)                                       | GMT minus 10 hours |
| Australian Capital Territory, New South Wales, Queensland, Tasmania, Victoria |                    |

|                                     |                    |
|-------------------------------------|--------------------|
| Central standard time (CST)         | AEST minus 30 mins |
| South Australia, Northern Territory |                    |

|                             |                    |
|-----------------------------|--------------------|
| Western standard time (WST) | AEST minus 2 hours |
| Western Australia           |                    |

|  |                  |
|--|------------------|
| Australian daylight saving time (ADST) | AEST plus 1 hour |
| End of October – End of March          |                  |

Daylight Savings is only applicable to the following states:

Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria

### **SEASONS IN AUSTRALIA**

|        |                      |
|--------|----------------------|
| Summer | December – February  |
| Autumn | March – May          |
| Winter | June – August        |
| Spring | September – November |



## THE PEOPLE

Australia's population in mid-2005 was 20,265,000. Population density is among the lowest in the world, with an average of 2.5 people per square kilometre – no-one's within cooee (shouting distance) in the outback. Most people live along the eastern seaboard, with a smaller concentration on the south western coast. Living in one of the world's most culturally diverse countries – 23% is foreign-born – Australians incorporate a wide variety of influences into the way they live and play.

## THE PLACES

Australia's states and territories each have unique characteristics. Explore one at a time or, when your studies have finished, visit them all in one big loop! This would mean over 14,000km of highway, not including side trips to beaches, forests, mountains, country towns... If you'd rather not go far from where you're studying, you'll still find there's plenty to keep you entertained.

## ATMs, EFTPOS, CREDIT CARDS & BANK ACCOUNTS

Branches of the ANZ, Commonwealth, National, Westpac and affiliated banks are found all over Australia, and many provide 24-hour automated teller machines (ATMs). Most ATMs accept cards issued by other banks and are linked to international networks.

Eftpos (Electronic Funds Transfer at Point of Sale) is a convenient service that many Australian businesses have embraced. It means you can use your bank card (credit or debit) to pay directly for services or purchases, and often withdraw cash as well.

Credit cards such as Visa and MasterCard are widely accepted for everything, including getting cash advances over the counter at banks and from many ATMs. Charge cards such as Diners Club and American Express (Amex) are not as widely accepted.

Opening a local bank account is easy for overseas visitors provided it's done within six weeks of arrival. Simply present your passport and provide the bank with a postal address and they'll open the account and send you an ATM card. After six weeks you need to provide more identification (ID), such as a passport, a birth certificate or an international driving licence with photo.

## CURRENCY & EXCHANGING MONEY

Australia's currency is the Australian dollar, made up of 100 cents. There are 5c, 10c, 20c, 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Prices are often marked in single cents and then rounded to the nearest 5c when you pay.

Changing foreign currency or traveller's cheques (see following) is usually no problem at banks throughout Australia or at licensed money-changers such as Travelex or Amex in cities and major towns.

### **TRAVELLERS CHEQUES**

The convenience of internationally linked credit and debit card facilities in Australia means that travellers cheques are not used much. Nevertheless, Amex, Thomas Cook and other well-known international brands of travellers' cheques are easily exchanged. You need to present your passport for identification when cashing travellers' cheques.

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### **FOOD**

Australia is one of the most dynamic places in the world to eat, thanks to international culinary influences and a dining public willing to give anything new a go. Anything another country does, Australia does too. Vietnamese, Indian, Fijian, Italian – no matter where it's from, there are expats and locals keen to cook and eat the cuisine. Due to the country's huge size, the climate varies a great deal from north to south. This means that at any time of the year there's an enormous variety of produce on offer, including Australia's justifiably famous seafood.

Christmas in Australia, in mid-summer, is less likely to involve a traditional European baked dinner, and more likely to be replaced by a 'barbie' (barbecue), full of seafood and quality steak. Various ethnic groups have their own celebrations. The Indian community brings out delicious sweets

during Diwali; the Chinese annual Spring Festival (Chinese New Year) involves sumptuous banquets; and Australia's Islamic community marks the end of Ramadan with the festival of Eid al-Fitr.

A great feature of the restaurant scene, which also makes eating out less expensive, is 'BYO' (Bring Your Own). If a restaurant says it's BYO, you're allowed to bring your own alcohol. If the place also sells alcohol, the BYO is usually limited to bottled wine only (no beer, no casks) and a corkage charge is often added to your bill

## **AUSTRALIA FOR FREE**

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along endless beaches; go people watching at fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums (see the Culture section); or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer.

The list of free or cheap things to do is endless, so there's no need to let a student budget come between you and good times.

## **Costs of living**

There is no doubt that Australia is the perfect place to enjoy a quality education and outstanding quality of life. What makes it even better is that Australia offers excellent value for money, with living expenses and tuition costs comparable to the United Kingdom and United States. Cost of living in Australia is very high.

An average international student in Australia will spend about \$20000-A\$25000 a year on accommodation, food, clothing, entertainment, transport and telephone. Remember, though, that this figure depends on your location, lifestyle and even your course.

Student visa financial capacity requirements prescribed by Department of Home Affairs can help you to understand average living cost in Australia for international Students.

<https://www.homeaffairs.gov.au/trav/stud/more/student-visa-living-costs-and-evidence-of-funds>

## **Working while you study**

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays.

## **Medical assistance**

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

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

### **AMBULANCE**

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

### **EMERGENCIES**

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

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

## **Accommodation Options**

There are many options for accommodation in Australia to suit the different needs and budgets of all students. The following information is from the [www.studyqueensland.qld.edu.au](http://www.studyqueensland.qld.edu.au) website.

### **HOMESTAY**

You know that every family is different, even within your home country. So you know that it will take you a while to settle in and get used to your new home. Be patient, accepting and try to have a sense of humour, even if you are tired or homesick.

There is a wide variety of what is “normal” behaviour for families in Australia. Australian families may have one parent (either the mother or the father) or both parents living together with children. Some households may include grandparents, aunts or uncles as well.

In many families, both parents work full time, so children of the family may be quite independent - making their own breakfasts, lunches and/or dinners, returning home after school before the parents get home, and so forth. Australian families generally do not employ household staff, although many hire a person to occasionally visit and clean, look after the garden or do laundry. Usually every family member is expected to help with jobs around the house, like cleaning, cooking, shopping and tidying.

### **RENTAL ACCOMMODATION**

Rental accommodation in Australia varies from one bedroom apartments to large houses, which are normally rented by a number of tenants living together as “housemates”. Finding suitable rental accommodation within a reasonable price range can take time, so it is a good idea to arrive at least a week before you start studies to allow yourself time to find accommodation, settle in and attend orientation at your institution.

For further information, please visit our website under the student tab as we have placed several links relevant to accommodation on here for you.

### **Studying in Brisbane - Queensland**

Queensland is dominated by the coast. It's no surprise that most of the settlements and tourist attractions are concentrated in this narrow coastal strip, which has some amazing natural features such as the Great Barrier Reef and lush rainforests. Inland is the Great Dividing Range and the tablelands, fertile areas of flat agricultural land that run to the west. Then there's the barren outback, which fades into the Northern Territory. In the far northern Gulf Country and Cape York Peninsula there are huge empty regions cut by countless dry riverbeds, which can become overflowing rivers in the wet season.

Northern Queensland seasons are more a case of hot and wet or cool and dry than of summer and winter. November/December to April/May is the wetter, hotter half of the year, while the real Wet, particularly affecting northern coastal areas, is January to March. This is also the season for cyclones. Queensland doesn't really experience 'cold weather', except inland or upland at night from about May to September. Temperatures in Brisbane, in the south of the state, rarely drop below 20°C and, while it doesn't suffer the stifling humidity you'll find further north, the climate is still most pleasant in winter (June to August).

## INTRODUCING BRISBANE

It's Australia's third-largest city, but while other capitals compete loudly in their endeavour to reach top billing in the status stakes, Brisbane quietly executes its evolution in true, casual Queensland style. There's no need to advertise the virtues – locals already know it's one of the most desirable places in Australia to live. For visitors, the city is an outstanding summary of Australia; the big-city package exists here but the pretensions and speed are refreshingly absent.

Start with a metropolis that reclines over a tropical landscape. Dissect it with the winding Brisbane River and mix in a climate that attracts southerners by the chilly town-load every winter. Weave throughout a smorgasbord of cultural flavours, simmering in cafes, theatres, art-house cinemas, concert halls, galleries, museums and live music venues. Pepper the vista with subtropical gardens and views from lookouts or river boats. Add to this a calendar stocked with festivals and an abundance of eateries and you'll realise what all the low-key fuss is about.

Brisbane's city centre is bound by a U-shaped loop of the Brisbane River. The action is centred on pedestrianised Queen St Mall, which runs down to the former Treasury Building (now a casino) and Victoria Bridge to South Bank. Across Victoria Bridge is South Brisbane and the South Bank Parklands; further south is the hip West End. Ann St runs northeast of the city centre into trendy Fortitude Valley.

## BRISBANE'S WEATHER AND CLIMATE

Temperatures in Brisbane, in the south of the state, rarely drop below 20°C and while it doesn't suffer the stifling humidity you'll find further north, it's still most pleasant in winter (June to August).

## TRANSPORT IN BRISBANE

Brisbane boasts a world-class public transport network. Information on bus, train and ferry routes and connections can be obtained from the Trans-Info Service on 13 12 30 or by visiting the website at: [www.transinfo.qld.gov.au/](http://www.transinfo.qld.gov.au/)

**Boat** – Brisbane's nippy blue CityCat catamarans run every 20 to 30 minutes, between 5:50am and 10:30pm, from the University of Queensland in the southwest to Bretts Wharf in the northeast, and back. Also useful are the Inner City Ferries, which zigzag back and forth across the river between North Quay, near Victoria Bridge, and Mowbray Park.

**Bus** – The Loop, a free bus service that circles the city area, runs every 10 minutes on weekdays between 7:00am and 6:00pm. Other buses run every 10 to 20 minutes Monday to Friday, from

5:00am till about 6:00pm, and with the same frequency on Saturday morning (starting at 6:00am). Services are less frequent at other times, and cease at 7:00pm Sunday and midnight on other days.

**Train** – The fast Citytrain network has seven lines, which run as far as Gympie North in the north (for the Sunshine Coast) and Nerang and Robina in the south (for the Gold Coast). All trains go through Roma St, Central and Brunswick St stations.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

### **Refund policy and process.**

A copy of this policy will be provided to students before a contract/agreement is signed or an amount of money is paid for a registered course. The policy is provided on the Student Application form, International Student Handbook, Acceptance of Offer/Written Agreement and available on the Griffin College website. You can also request a copy through [info@griffin.edu.au](mailto:info@griffin.edu.au)

This refund policy applies to all course monies paid to the College and includes any course monies paid to an education agent to be remitted to the College as per the Letter of Offer. This policy applies to both commencing and extending students. The word "Course" refers to the whole period for which the Confirmation of Enrolments or letter of offer is issued.

This policy covers full and partial refunds, refunds in the event of student default and in the case of provider default.

### **REFUND PROCESS.**

Any student who request a refund for whatever reason must do in writing and within 14 days of the incident taking place or whatever the reason may be. Application for a refund must be given in writing clearly stating the intention for the withdrawal.

All requests for a refund must be submitted on the appropriate 'Refund application form', to the College Administration Office. Refund requests must be accompanied by official documentary evidence. If the student is unable to access the refund form a refund request should be made in writing and emailed, or posted to the College Administration Office. Refunds will only be in the Australian Dollars

All refunds will be paid to the person who enters the contract with Griffin College (the student) unless they provide written direction to the provider to pay the refund to someone else. Under no circumstances will the refund be paid to an education agent.

Refunds are made in accordance with the policy below and refunds of amounts owed to the students will be made within 28 days (4 weeks) of receiving written application for refund.

In the unlikely event that the Institute defaults refunds of amounts owed to the students will be made within 14 days (2 weeks)

All bank charges incurred by Griffin College in issuing a refund will be met by the student.

Refund amounts owed will be made after making deduction of Enrolment fee a\$200, Refund administration fee A\$ 250.00, Fee paid to Education agents as Commission, Student kit, bank charges and others related Griffin incurred costs.

Griffin College will endeavor to contact students who have not requested a refund within 28 days (4 weeks) of leaving the College at the last known contact address, phone and email, and keep such evidence on the student file.

Griffin College will provide the student with a written statement detailing how the amount of the refund has been calculated.

#### **STUDENT DEFAULT REFUND TABLE**

| <b>Enrolment / application \$200</b>   | <b>Non-refundable</b> |
|--|-----------------------|
| Visa refused prior to course commencement  | Full refund           |
| Withdrawal at least 70 days prior to agreed start date   | Full refund           |
| Withdrawal at least 28 days prior to agreed start date   | 75% refund            |
| Withdrawal less than 28 days prior to agreed start date  | 60% refund            |
| Withdrawal after the agreed start date   | No refund             |
| Visa cancelled due to actions of the students  | No refund             |
| <b>Course withdrawn by Griffin College (provider default)</b>  | <b>Full refund</b>    |
| Student is unable to start the course on serious medical grounds and evidence is provided from a registered doctor at least 14 days prior to agreed start date | Partial / Full refund |



|   |
|---|
| <b>All tuition fee refunds will attract \$250.00 administration fee</b> |
|---|

Any student who request a refund for whatever reason must do in writing and within 14 days of the incident taking place or whatever the reason may be. Application for a refund must be given in writing clearly stating the intention for the withdrawal.

Griffin College reserves the right to withhold granting the award attained by the student, if student fees remain outstanding.

All bank charges incurred by Griffin College in issuing a refund will be met by the student.

Refunds will only be in the Australian Dollars

All refunds will be paid to the person who enters the contract with Griffin College (the student) unless they provide written direction to the provider to pay the refund to someone else. Under no circumstances will the refund be paid to an education agent.

Griffin College's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Refer to the student complaints & appeal procedure on the College website and in the Student Handbook if you wish to appeal the refund policy.

Griffin College will consider the following exceptional circumstances as grounds for a student's withdrawal from the program and When acceptable documentary evidence is produced, refunds will be at the discretion of Griffin College

- Severe life threatening illness or disability
- Death of an immediate family member (i.e. Mother, Father, Brother, Sister or relative where it can be shown that severe hardship may be felt by the family if study did occur).
- Acts of God
- Acts of Government authorities, for example where the student is prohibited from commencing studies in the decided course of study,

. Griffin College does not provide refunds for:

- Application fees, accommodation assistance fees & airport reception fees

- Withdrawal from course after the course has commenced;
- Change in students' work hours;
- Inconvenience of travel to class;
- moving interstate or overseas;
- Job change or retrenchment;
- Students who leave before completing the course &/or qualification

Griffin College will endeavor to contact students who have not requested a refund within 28 days (4 weeks) of leaving the college and keep such evidence on the student file.

In the event that the student does not commence studies on the due date the college will advise the Secretary of DIBP via PRISMS of details of the student who has not commenced studies within a period of 14 days.

#### **STUDENT DEFAULT TIMELINES:**

- 5 business days to notify the Secretary and the TPS Director (via PRISMS) of the student default
- 14 days to report cancellation of the student's enrolment to DIBP (via PRISMS)
- 28 days (4 weeks) to finalize the student default obligations as set out in the written agreement with the student and
- a further 7 days to report the outcome of the student default (via PRISMS).

#### **STUDENT DEFAULT**

A student is not eligible for a refund in the event of student default. A student defaults when:

the course starts on the agreed starting day, but the student does not attend the classes on that day (and has not previously withdrawn); or

the student withdraws from the course (either before or after the agreed starting day); or

the Institute refuses to provide, or continue providing, the course to the student because of one or more of the following events:

- the student failed to pay an amount he or she was liable to pay to the Institute, directly or indirectly, in order to undertake the course;
- the student breached a condition of his or her student visa; or
- misbehavior by the student.

#### **Student's Rights to Appeal**

- Any student who is refused a refund by Griffin College may appeal within 14 days in writing to the PEO/CEO.

- The Institute's appeal process does not circumscribe the student's right to pursue other legal remedies.
- This agreement, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws.

### **PROVIDER DEFAULT (Cancellation or non-delivery of the course)**

In the unlikely event that the Institute defaults, it will notify the Secretary (or delegate) and Tuition Protection Service (TPS) Director within 3 business days of the default and will have a period of 14 days to satisfy its tuition protection obligations in relation to an affected student.

The Institute defaults when:

- it fails to provide the course to the student on the agreed starting day; or
- the course ceases to be provided to the student any time after it starts but before it is completed; and
- the student has not withdrawn before the default day.

In the unlikely event that the Institute is unable to deliver the course in full, the student will be offered enrolment into an alternative course at no extra cost or, the student will be refunded the unspent portion of the tuition fees paid to date within 2 weeks (14 days) of the day on which the course ceased to be provided.

Students have the right to choose whether they would accept a refund of tuition fees or to accept a place in an alternative course. If student chooses placement in another course, the student will sign a new written agreement with the Institute to indicate the student accepted the placement.

In the unlikely event the Institute is unable to provide a refund or place student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available) or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director. Students in this instance are advised to contact TPS Administrator- Tuition Protection Service

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

### **Deferring or Suspending Study**

Students are able to defer or temporarily suspend their studies during their course only in certain limited reasons, on the grounds of compassionate or compelling circumstances.

Griffin College can only defer or temporarily suspend the enrolment of a student on the grounds of:

- (a) Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
- (b) Misbehaviour by the student.

Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by Griffin College to defer, suspend or cancel their studies and Griffin College will not notify DET of a change to the enrolment status until the internal complaints and appeals process is completed.

### **Deferring a Study**

Students who would like to defer their studies must first speak to the College Principal. An Application to Defer form must be completed which will need to be approved by the Principal. Prior to applying to defer their program students must ensure that they have paid any outstanding College fees.

As outlined above, Deferral of studies by international students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other reason such as misbehaviour by the student.

Students will be required to provide evidence of the compassionate or compelling circumstances.

#### **FAILURE TO START COURSE**

Students who are unable to arrive and start their course on time as agreed or no later than seven (7) days of the agreed start date will have to apply to Griffin College to defer their studies as outlined above.

#### **SUSPENSION DUE TO ACADEMIC MISCONDUCT**

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

## Course Credit

Course credit is defined by the National Code as follows:

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

### CREDIT TRANSFER

Griffin College will provide applicants with the opportunity to apply for credit prior to enrolment process or during the initial part of the course. You can apply for Credit at any time however it is best you do this as part of your enrolment so that credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Credit can be provided for units of competency that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed. There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment.

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

You will be advised in writing of the outcome of your Credit Application. If credit is granted, tuition fees to the value of that subject's worth, to a maximum of 25% of the course, will be deducted from the total course cost.

### RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. Just like credit transfer, you should ideally apply for RPL at the time of enrolment, but you may also apply up to 2 weeks into your course.

If you think you may be eligible for RPL, contact us at or our office. Your suitability for RPL will depend on how much experience you have in a certain area, your work history and previous training. If after an initial discussion, it seems that RPL is a possibility for you, you will be

provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence. A trainer/assessor will assist you throughout this process.

Once you have completed the kit, your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Fees are applicable for Recognition of Prior Learning and can be advised to you on application.

For more information about submitting an application for RPL, contact the head office.

Incomplete applications may result in a rejection and/or delay in processing of the application.

### **Course Progress**

All students are required to meet course progress requirements as as to satisfy visa conditions. Course progress requirements will be clearly explained to you during your orientation.

Griffin College is committed to assisting you to meet course progress requirements by monitoring your progress and providing you with relevant support at an early stage. This could include extra time to complete tasks or a reduced study load to study skills programs.

However, if after providing you with this support, you continue not to meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements as applicable.

Where you continue not to meet course progress requirements in two consecutive study periods (For the purposes of this policy, the maximum length for a study period is three months. course progress will be monitored at least every three months) you will be reported to Department of Home affairs for not meeting course progress requirements. Department of Home affairs will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Griffin College decision to report you to Department of Home affairs. However, an appeal will only be considered if Griffin College has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not

implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where Griffin College is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

#### COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

The Griffin College will at all times monitor the progress of each student to ensure they are in a position to complete the course within the expected duration as specified on the student's CoE.

Griffin College will ensure students do not exceed more than 25 per cent of the student's total course by distance and/or online learning. In monitoring this enrolment load, Griffin College will ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

Griffin College will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

#### REPEATING OF UNITS FOR INTERNATIONAL STUDENTS

If a student is required to repeat a unit of study due to failure to be deemed competent in that unit they are not required to be enrolled to the Griffin College in a full-time capacity.

The student must re-do the relevant unit at an additional cost to them which will be determined upon written request from the student.

Students are not permitted to repeat a unit of study more than once. However, the code does not preclude a student from repeating a unit of study more than once while in a full- time course of study where there are reasons to allow this such as not completing certain course components due to illness, evidenced by a medical certificate, or other exceptional circumstances beyond the control of the student, e.g. bereavement.

## **ASSESSMENTS**

The training and assessment offered the College focuses on providing you with knowledge and skills required to the standard of performance required in the workplace.

This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills.

Our course outlines include the details of how we deliver the training to you, for example, classroom based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance.

Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

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

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

## **SUBMITTING YOUR ASSESSMENTS**

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



Assessments can be submitted directly to the trainer/assessor.

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

Written work will be marked within 2 weeks of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Assessment Cover Sheet.

### **ASSESSMENT OUTCOMES**

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC).

You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will re-enrol in the unit which will incur an additional fee to be advised to you.

### **REASONABLE ADJUSTMENT IN ASSESSMENT**

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

Reasonable adjustment can involve:

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

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

### **APPEALING ASSESSMENT DECISIONS**

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

## **STUDENT PLAGIARISM AND CHEATING**

The College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

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

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Disciplinary action may lead to the suspension or cancellation of your enrolment which may affect your visa.

### **INTERNAL Support Services**

Career Counselling

Student Support Officer: +61421700001, Toll Free: 18001-19001

Direct access to the Principal: +61423658298

### **External Support Services**

#### **LIFELINE**

*Telephone: 13 11 14*

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

### **Student code of conduct**

#### **STUDENT RIGHTS**

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment, which is free from harassment, discrimination and victimisation.

- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information the College holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to the College on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.
- Expect that the quality of your training meets the standards, regulations and requirement set down by the Australian Skills Quality Authority (ASQA) and relevant government subsidy body (where applicable);
- Be informed about the collection of personal information and be able to review and correct that information; and
- Access Griffin College's consumer protection complaints process.

#### **STUDENT RESPONSIBILITIES**

All students, throughout their training and involvement with the College, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.

- Provide relevant and accurate information to the College in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify us if any difficulties arise as part of their involvement in the program.
- Notify us if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- Behaving in a responsible and ethical manner;
- Treat everyone in the learning environment with the respect & courtesy;
- Attending all scheduled training sessions;
- Notifying Griffin College's if you are unable to attend any session at soon as possible prior;
- Pre-read each session's learning materials / assessments prior to attending your scheduled activities;
- Bringing your learning materials with you to scheduled activities;
- Make yourself available for coaching or mentoring sessions (if deemed necessary);
- Ensure and acknowledge that all work submitted by you for assessment is your own work.
- You are responsible for keeping a copy of this written agreement as supplied to you by the Griffin College.
- You are responsible for keeping all receipts of any payments of tuition fees or non-tuition fees.
- You must, while in Australia and studying, notify Griffin College of your contact details including:
  - Your current residential address, mobile number and email address;
  - Who to contact in emergency situations; and
  - Any changes to those details, within 7 days of the change.

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

## **GRIFFIN COLLEGE OBLIGATIONS**

- Meets default obligations under the ESOS Act.
- Contributes annually to the Tuition Protection Service.
- Has the opportunity to place students who are referred to the TPS in a suitable alternative course.
- Treats all students fairly / reasonably and on an equal basis;  
Provides a safe / open and conducive learning environment;
- Provide additional personal coaching or mentoring sessions (if requested);
- Provides the training and support necessary to allow you to achieve competency;
- Provides a quality training and assessment experience;
- Maintains procedures for protecting your personal information;
- Has established, documented and accessible consumer protection system, including feedback and complaints handling policies and procedures and a designated and identified consumer protection officer; and
- Provides you with details of these pathways for resolving or escalating complaints.
- Griffin college will inform of any change to agreed services and how it objects them in writing as soon as possible.

## **Transferring Between Registered Providers Policy**

### **Purpose**

The policy describes the requirements for transferring from one provider to another and vice-versa for International Students.

This policy is to ensure that the College does not enrol:

- any transferring international student prior to completion of 6 months of their principal course unless:
- the original provider has ceased to be registered or the course in which the student is enrolled in ceases to be registered.
- the original provider has had a sanction imposed on its registration by the Australian and / or State Governments that prevents the student from continuing their principal course.
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the student considers the change to the student to be in the student's best interest and has provided written support for that change.

This policy details the procedures for assessing applications to transfer within this period.

The Griffin College's policies support the intent of Standard 7 and ESOS Regulation Section 10 and consider individual circumstances and will release the student at no cost to the student. The Griffin College will always advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

The Griffin College will ensure this policy is available to both staff and students by including it in the Staff and Student Handbook.

### **Policy**

Under this policy the Griffin College will support the intent of the standard which recognises overseas students as consumers and supports them to exercise choice, while acknowledging that they may also be a group that requires support to transition to study in Australia.

### **Enrolling a Transferring Student - Conditions and Exceptions**

Under this policy the Griffin College will not enrol any transferring international student prior to completion of 6 months of their principal course except for conditions listed in Standard 7 of the National Code 2018:

- the original provider has ceased to be registered or the course in which the student is enrolled in ceases to be registered.
- the original provider has had a sanction imposed on its registration by the Australian and / or State Governments that prevents the student from continuing their principal course.
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the student considers the change to the student to be in the student's best interest and has provided written support for that change.

Further, the Griffin College will not enrol an overseas student who has already been enrolled in the same course unless:

- a) the student has not completed the relevant course and the registered provider provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS

### **Six Months – It's Meaning**

The first 6 months in a principal course will be calculated from the date the student starts the course; and

If a student has had a break in between his/her course, the period of break is not counted in the calculation of 6 months.

### **Procedure for Assessing Application for Transferring away from Griffin College**

Griffin College will follow the below mentioned procedure to consider application for transfer requests prior to the overseas student completing six months of their principal course:

- Student makes a written request to the College for transfer to another provider.
- The student must provide a valid enrolment offer from another registered provider.
- With these documents sighted, the College will assess the transfer request considering the following questions:
  - 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 Griffin College's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
  - there is evidence of compassionate or compelling circumstances
  - Griffin College fails to deliver the course as outlined in the written agreement
  - there is evidence that the overseas student's reasonable expectations about their current course are not being met
  - there is evidence that the overseas student was misled by Griffin College or an education or migration agent regarding Griffin College or its course and the course is therefore unsuitable to their needs and/or study objectives
  - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- If the answers to the above are satisfactory and in accordance with policy, the release will be granted at no charge to the student. The student will also be advised of the need to contact DHA to seek advice on whether a new student visa is required.
- The College will report student's release and record the date of effect and reason for release in PRISMS.
- If any of the answers are unclear, they should be referred to the PEO, who will interview the student to gain a full understanding of the circumstances.
- The PEO will then decide on the outcome of the interview, consequently either rejecting the application for transfer or approving it.
- The College will inform the student in writing of a negative outcome with reasons and student's right to access the Griffin College's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- The above assessment procedure should not take more than 7 working days once the student has provided all the necessary documentation;
- Griffin College will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

## **Grounds for Refusal**

Griffin College will refuse the request of a release if following exists:

- Transfer is detrimental (refer below) to the student;
- The student is under the restricted period;
- Transfer is being requested to avoid payment of fee; and
- Transfer is requested to avoid being reported to DHA on account of low attendance and unsatisfactory course progress before engaging with Griffin College's intervention strategy to assist the overseas student in accordance with Standard 8.

Factors that may be considered to the student's detriment, but which should be considered in light of the student's individual circumstances and a broader range of factors, such as those outlined above, include:

- if the transfer may jeopardise 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 and;  
if the student is trying to avoid being reported to DHA for failure to meet the provider's attendance or course progress requirements.

When a request for release is refused, the student will be provided with written response stating the reason for the refusal.

The student will be given advice in writing that it is possible to appeal the decision if the student so chooses.

## **Compelling and Compassionate Circumstances which Griffin College will consider are:**

Those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- 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 their emergency travel and this has impacted on their studies
- A traumatic experience which could include but is not limited to:
  - Involvement in or witnessing of an accident or
  - A crime committed against the student or
  - The student has been a witness to a crime
- And this has impacted on the student (these cases should be supported by police or psychologists' reports).



## **Refund of Fees**

If a student transfers to another provider, any refunds of course fees paid to Griffin College will be in accordance with the Griffin College's refund policy.

## **Records Keeping**

Griffin College will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

## **Overview of Standard 7**

### **Overseas student transfers**

- 7.1 Registered providers must not knowingly enrol an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course (or for the school sector, until after the first six months of the first registered school sector course), except where any of the following apply:
  - 7.1.1 the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
  - 7.1.2 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
  - 7.1.3 the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
  - 7.1.4 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.
- 7.2 For the purposes of Standard 7.1.3, the registered provider must have and implement a documented policy and process for assessing overseas student transfer requests prior to the overseas student completing six months of their principal course (or for the school sector, until after the first six months of the first registered school sector course). The policy must be made available to staff and overseas students, and outline:
  - 7.2.1 the steps for an overseas student to lodge a written request to transfer, including that they must provide a valid enrolment offer from another registered provider
  - 7.2.2 circumstances in which the registered provider will grant the transfer request because the transfer is in the overseas student's best interests, including but not limited to where the registered provider has assessed that:
    - 7.2.2.1 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 Standard 8 (Overseas student visa requirements)
  - 7.2.2.2 there is evidence of compassionate or compelling circumstances
  - 7.2.2.3 the registered provider fails to deliver the course as outlined in the written agreement
  - 7.2.2.4 there is evidence that the overseas student's reasonable expectations about their current course are not being met
  - 7.2.2.5 there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives
  - 7.2.2.6 an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- 7.2.3 the circumstances which the registered provider considers as reasonable grounds to refuse the transfer
- 7.2.4 a reasonable timeframe for assessing and replying to the overseas student's transfer request having regard to the restriction period.
- 7.3 If the overseas student is under 18 years of age:
  - 7.3.1 the registered provider must have written confirmation the overseas student's parent or legal guardian supports the transfer
  - 7.3.2 where the overseas student is not being cared for in Australia by a parent or suitable nominated relative, the receiving provider must confirm it accepts responsibility for approving the student's accommodation, support and general welfare arrangements in accordance with Standard 5 (Younger overseas students).
- 7.4 If a release is granted, it must be at no cost to the overseas student and the releasing registered provider must advise the overseas student to contact DHA to seek advice on whether a new student visa is required.
- 7.5 If the registered provider intends to refuse the transfer request, they must inform the overseas student in writing of:
  - 7.5.1 the reasons for the refusal
  - 7.5.2 the overseas student's right to access the provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- 7.6 The registered provider must not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or the overseas student has chosen not to access the complaints and appeals processes within the 20-working

day period, or the overseas student withdraws from the process.

- 7.7 The registered provider must maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

*If a student transfers to another provider, any refunds of course fees paid to the Griffin College will be in accordance with the Griffin College's refund policy.*

### **International Student Complaints and Appeals Policy**

This policy ensures international students have a fair, inexpensive complaints and appeals process for the resolution of any type of dispute that includes access to an independent external body if necessary. The Griffin College must make prompt decisions as a student's visa will restrict his or her length of stay in Australia.

This policy has internal complaints and appeals process that:

- requires a written record if the complaint or appeal cannot be resolved informally;
- provides a student with the opportunity to formally present his or her case at minimal or no cost;
- allows the student to be assisted or accompanied by a support person;
- provides a written statement of the outcome, including details and reasons for the decision; and
- requires that processes begin within 10 working days of the Griffin College receiving the formal written lodgement of the complaint or appeal.

The Griffin College will maintain the student's enrolment while the complaints and appeals process is ongoing. This does not necessarily mean that a student will remain in class.

The Griffin College will have arrangements in place for an independent external person or organisation to hear the complaints or appeals where the Griffin College's internal process has been completed and the student remains dissatisfied.

The student will be granted immediate access to the Griffin College complaints and appeals process. The process must begin within 10 working days of the formal lodgement of the complaint or appeal.

The Griffin College's documented internal complaints and appeals process must include provision of a written statement of the outcome including details and reasons for the decision.

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, the Griffin College must immediately advise the student of this and implement any decision and/or corrective and preventive action required.

The process must begin within 10 days of receipt of the formal complaint. It must be completed within a reasonable timeframe which takes into consideration the length of a student's visa and the student's enrolment in future subjects and/or courses.

The complaints and appeal process must give the student the opportunity to:

- formally present his or her case; and
- be accompanied or assisted by a support person.

It is important for the Griffin College to make the objective of the process clear in its policies and procedures.

For example, is the objective to reach a mediated resolution or is it for the internal complaints and appeals processes to reach a determination? Generally, a mediated solution will be inappropriate when the issue is whether or not the institution followed its own policies and procedures.

While the Griffin College has arrangements in place for complaints or appeals, the Griffin College may use different processes for different types of complaints. When considering which processes are suitable, the Griffin College will bear in mind the appropriateness of the process for the particular kind of complaint as well as accessibility, timeliness, cost and procedural fairness.

The Griffin College has arrangements in place for external complaints or appeals. It does not prescribe the process of the external appeal. The Griffin College may use different processes for different types of complaints.

In most cases, the purpose of the external appeals process is to consider whether the Griffin College has followed its policies and procedures – it is not to make a decision in place of the Griffin College.

For example, if a student appeals against his or her subject results and goes through the Griffin College's internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

If the student is not satisfied with the outcome or conduct of the internal complaint handling and appeals process, the Griffin College must be able to supply information to the student on how to pursue the appeal through the external appeals process. There should be no charge for advising students of their rights to access an external appeals process. The external appeals process to which the student is referred should be at minimal or no cost.

Until the complaints and appeals process is completed, the Griffin College must maintain the enrolment of the student. To 'maintain the student's enrolment' means the Griffin College does not notify DET of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

The Griffin College must maintain the student's enrolment throughout the internal appeals process for all types of complaints or appeals. However, whether the Griffin College must maintain the enrolment throughout an external appeals process depends on the type of appeal.

The Griffin College must wait for the outcome of the external process in this case as reporting a student for unsatisfactory progress or attendance has serious consequences for the student's visa – the Griffin College only needs to await the outcome of the internal appeals process (supporting the Griffin College) before notifying DET through PRISMS of the change to the student's enrolment.

Once DET has been notified of a deferment, suspension or cancellation of a student's enrolment, the student has 28 days in which to:

- leave Australia
- show the Department of Home Affairs (DHA) a new Confirmation of Enrolment (CoE)
- provide DHA with evidence that he or she has accessed an external appeals process.

Standard 10 does not require providers to continue to offer learning opportunities throughout the complaints or appeals process. Each provider must decide whether it will continue to offer learning opportunities throughout any appeals process. For example, some providers may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment.

Providers should consider that to deny students learning opportunities throughout the appeals process may disadvantage the students in their subsequent studies should the appeals process find in their favour. If students have missed a few weeks of studies, it may be difficult for them to catch up on this work.

If a student takes the complaint or appeal to the external process, the student must be informed promptly of the decision reached by the external body.

The Griffin College should update the student's file to record the outcome, and any subsequent actions.

## **Policy**

The Griffin College aims to resolve all complaints received in an informal manner to avoid unnecessary stress and disruption to the student and the Griffin College.

However, if a complaint is unable to be resolved on an informal level the student is required to present to the Griffin College a written complaint within 5 business days of the incident. The written complaint will then be acknowledged by the Griffin College within 5 business days with an outline of the process to be followed and an estimated timeframe for resolving the complaint. Any expected delay is required to be explained. Should a delay be encountered once the complaint handling process has been commenced, this is required to be advised in writing with a revised period. Review of the complaint will begin within 10 business days of the Griffin College receiving the formal written lodgement of the complaint.

Complainants can represent themselves, and there are no fees for accessing the grievances and complaints procedures. Complainants may be assisted and supported by another person at any meetings.

A written statement of the outcome, including details and reasons for the decision will be provided to the student. The Griffin College will immediately advise the student and implement any decision in the event of any favourable outcome to the student.

The Griffin College will maintain the student's enrolment while the internal and external complaints and appeals process is ongoing if there is a threat that the student will be deported. However, if there is no threat that the student will be deported enrolment may only be maintained during the internal process (enrolment during the external process will be at the Griffin College's discretion).

This policy advises that students are able to access the Griffin College's Appeals process within 20 working days of the outcome of the complaint. As per Standard 10 there is no cost for accessing this process. The outcome of the external appeals process will be final and accepted by both parties.

For contact details and information on how to make a complaint, please go to <http://www.oso.gov.au/making-a-complaint/>

At present there is no fee for use of this service, but this may change.

### **Informal Complaint Procedure**

1. Student has a complaint
2. Approaches Trainer/PEO with complaint
3. PEO resolves complaint internally on an informal basis

### **Formal Complaint Procedure**

1. Student has a complaint
2. Student lodges the complaint in writing to the PEO within 5 business days of the incident occurring
3. The written complaint will be acknowledged by the Griffin College in writing, along with an outline of the processes to be followed and an estimated time frame.
4. Review of the complaint to begin within 10 working days of the written complaint being received
5. The student's enrolment will be maintained during the review process (if there is a threat the student will be deported)
6. A written statement detailing the outcome of the complaint review will be given to the student
7. In the event of a favourable outcome for the student, the Griffin College will immediately advise and implement any decision
8. If student unhappy with result – able to lodge internal appeals process

9. Student able to pursue external appeal at no extra cost to them if they are unhappy with the outcome of the complaint review.(Refer to Policy for External Providers)

## **Related National Code Standard**

### **Standard 10**

#### Complaints and appeals

10.1 The registered provider must have and implement a documented internal complaints handling and appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy.

10.2 The registered provider's internal complaints handling and appeals process must:

10.2.1 include a process for the overseas student to lodge a formal complaint or appeal if a matter cannot be resolved informally

10.2.2 include that the provider will respond to any complaint or appeal the overseas student makes regarding his or her dealings with the registered provider, the registered provider's education agents or any related party the registered provider has an arrangement with to deliver the overseas student's course or related services .

10.2.3 commence assessment of the complaint or appeal within 10 working days of it being made in accordance with the registered provider's complaints handling and appeals process and policy, and finalise the outcome as soon as practicable.

10.2.4 ensure the overseas student is given an opportunity to formally present his or her case at minimal or no cost and be accompanied and assisted by a support person at any relevant meetings.

10.2.5 conduct the assessment of the complaint or appeal in a professional, fair and transparent manner.

10.2.6 ensure the overseas student is given a written statement of the outcome of the internal appeal, including detailed reasons for the outcome.

10.2.7 keep a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome.

10.3 If the overseas student is not successful in the registered provider's internal complaints handling and appeals process, the registered provider must advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost. The registered provider must give the overseas student the contact details of the appropriate complaints handling and external appeals body.

- . 10.4 If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the overseas student, the registered provider must

immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision, and advise the overseas student of that action.

## **PRIVACY NOTICE**

Under the Data Provision Requirements 2012, Griffin College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Griffin College for statistical, regulatory and research purposes. Griffin College may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## **Legal Requirements for Delivering Courses to International Students.**

A description of the ESOS framework made available electronically by DEEWR.  
[http://aei.gov.au/AEI/ESOS/EasyGuide\\_ESOS.htm](http://aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm)



There is Australian legislation governing the requirements of Education Providers delivering education to International students. These requirements apply to all students for the entire duration of their studies and are outlined in details in the following documents:

- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulation 2001
- Education (Overseas Students) Regulation 1998.

## **IMPORTANT NOTICE TO THE CONSUMER**

On your application, if eligible, will be provided with Letter of offer and on acceptance that will become agreement. You will have a right to cancel that agreement within 10 business days from and including the day after you signed or received that agreement. Details about your additional rights to cancel that agreement will be provided in that agreement. That 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)

## **USEFUL LINKS FOR VERY IMPORTANT INFORMATION**

Please read and understand important information available at below said links. .

- Find government information for Australian students wishing to study overseas, and international students wishing to study in Australia. Includes visa and immigration information, course and institution options, scholarships and other advice. <https://www.australia.gov.au/information-and-services/education-and-training/international-students>
- Life in Australia (DHA website link) <https://www.homeaffairs.gov.au/lega/lega/Form/Immi-FAQs/what-is-the-life-in-australia-book>
- Beginning life in Australia Booklet <https://www.dss.gov.au/our-responsibilities/settlement-services/beginning-a-life-in-australia>
- Department of Police <https://www.police.qld.gov.au>
- Griffin College website [www.griffin.edu.au](http://www.griffin.edu.au)
- Emergency Services and Safety <https://www.qld.gov.au/emergency>
- International Student Factsheet <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4%20-%20Final%20clean%20copy.pdf>
- Australian Qualification framework <https://www.aqf.edu.au>
- Plan your journey in QLD <https://translink.com.au/plan-your-journey>
- Go card to Travel in Brisbane <https://translink.com.au/tickets-and-fares/go-card>
- Brisbane Airport <https://bne.com.au>
- Find Registered Migration Agent <https://www.mara.gov.au>
- Rent a property <https://www.realestate.com.au/rent>
- Griffin CRICOS Link <http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=03505F>
- Compare OSHC <https://www.finder.com.au/health-insurance/overseas-student-health-cover-oshc>
- USI <https://www.usi.gov.au/students/create-your-usi>

- Queensland State library <http://www.slq.qld.gov.au>
- Department of Education <https://www.education.gov.au>
- Australian human rights commission <https://www.humanrights.gov.au/our-work/race-discrimination/publications/international-students-human-rights-review-principles-and>
- Australian Tax office <https://www.ato.gov.au>
- Important Student Visa Conditions <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>
- Foreign representatives accredited to Australia <http://dfat.gov.au/about-us/foreign-embassies/Pages/foreign-embassies-and-consulates-in-australia.aspx>
- Support information link (Government website) <https://www.studyinaustralia.gov.au/english/live-in-australia/support-services>
- Commonwealth Ombudsman <http://www.ombudsman.gov.au>
- Australian Consumer law website <http://consumerlaw.gov.au>
- Queensland Ombudsman <https://www.ombudsman.qld.gov.au/>
- Australian values statement <https://www.homeaffairs.gov.au/trav/life/aust/living-in-australia-values-statement-long>
- Council of International Student Australia (CISA) <http://www.cisa.edu.au>
- Australian Federation of International Students Inc. (AFIS) <http://www.afis.org.au>
- Australian Global Alumni website <https://globalalumni.gov.au/AboutUs.aspx>
- Department of Home Affairs <https://www.homeaffairs.gov.au>
- ESOS legislative framework <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>
- National Code <https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx>
- Study in Australia (Government website) <https://www.studyinaustralia.gov.au>
- The Australian Skills Quality Authority <https://www.asqa.gov.au>
- International Students Queensland Government website <http://education.qld.gov.au/international/> <https://www.qld.gov.au/education/international>
- Information and advice about your workplace rights and obligations. <https://www.fairwork.gov.au>