



Educating for Excellence

# Student Handbook (ELICOS)

## Australian Ideal College

Registered as Australian Ideal College Pty. Ltd.

ABN: 15 126 592 756

RTO No.: 91679 CRICOS Provider Code: 03053G

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## Introduction

Australian Ideal College (the College) is an ELICOS (English Language Intensive Courses for Overseas Students) centre provisionally accredited by the National ELT Accreditation Scheme (NEAS).

## Courses

Australian Ideal College offers the following ELICOS programs to overseas students:

- English for Academic Purposed (1 & 2) (CRICOS Course Code: 066513G)- up to 24 weeks
- General English (Beginner to Advance) (CRICOS Course Code: 069362D) –up to 72 weeks

## Entry requirements (ELICOS)

### English for Academic Purposes 1:

Australian Ideal College (ELICOS Division) Intermediate level or equivalent

### English for Academic Purposes 2:

Australian Ideal College (ELICOS Division) Upper Intermediate level or equivalent

### General English (Beginner to Advance)

## Qualifications to be issued (ELICOS)

Students completing all assessment requirements for a particular ELICOS program will be awarded an Australian Ideal College Certificate of English.

## Student Visa Requirements

According to the Dept of Immigration and Citizenship (DIAC) you must provide evidence that satisfies the assessment factors applicable to you to be granted a student visa. Assessment factors include your financial ability, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application". Additional information on student visa issues is available on DIAC Internet site on <http://www.immi.gov.au> and the Study in Australia internet site

[http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student\\_visas\\_sub-classes](http://studyinaustralia.gov.au/Sia/en/WhatToStudy/howtoapply/visarequirements.htm#student_visas_sub-classes)

## Overseas Student Health Cover

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

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia. You can find out more about purchasing OSHC at <http://www.health.gov.au/internet/wcms/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1>

## Full Time Study

Australian law requires International students to study at a full time study load. A full-time study load is normally a minimum of 20 hours per week for the study period.

Please be aware that if your attendance drops below 80% over any two-week-period the College is required to review your involvement, counsel you, implement an intervention strategy and, if poor attendance persists, report you to DIAC. The reporting procedure to DIAC will eventually lead to the cancellation of your Visa.

## Pathways (ELICOS)

Graduates from the EAP program may gain direct entry into particular leading Australian Universities, TAFE or Vocational Colleges without having to sit for IELTS or TOEFL test, and graduates from HSP program may gain direct entry into particular leading Australian High Schools (Government and private) without having to sit for IELTS or TOEFL test. Please contact the College for the full list of direct entry pathways for each particular Australian institution or University.

## Working in Australia

Students can apply for a student visa with permission to work in Australia after commencement of their course of study. A fee will have to be paid for this visa. Immigration laws allow students to work for a limited number of hours, currently 20 hours per week during the College study time and full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees. Students are not permitted to work if it interferes with their study.

## **Student Support Services**

The Student Services Manager, teaching staff and administrative staff of the College are available to provide general advice and assistance with matters such as studying, homework, accommodation, English language problems and counselling. Students requiring special or intensive assistance must contact the Student Services Manager who may refer them to external support services if required. Students requiring individual training needs must contact the Academic Manager for further assistance.

Student Service Manager's details are:

**Name:** Susan Wang

**Phone:** 02 92622968

**Email:** [susan@idealcollege.com.au](mailto:susan@idealcollege.com.au)

## **Change of Address**

Upon arriving in Australia you are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address. This is extremely important. Under Section 20 of the Education Services for Overseas Students (ESOS) Act 2000 the College is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance: or academic performance. The College may also send warning notices to you which are aimed at helping prevent breaches of your visa conditions. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receives important information about your course, fees and possible breaches of your student visa.

Additional information on student visa issues is available on the DIAC web site at [www.immi.gov.au](http://www.immi.gov.au).

## **Student Orientation**

Orientation is conducted on the first day of commencement. Its purpose is to fully inform new students of most aspects of life at the College and to provide an introduction to studying, Sydney's costs of living, transportation, facilities, banking and accommodation, culturally appropriate and age sensitive. In addition College staff will be introduced, a tour of the College and the local area will take place and an opportunity to ask questions will be given.

## **Course delivery (ELICOS)**

At Australian Ideal College (ELICOS Division) we aim to make learning English enjoyable, ensuring that students understand that they are here to learn. Language teaching is in English only, with emphasis on the four skill areas of speaking, listening, reading and writing. Teachers concentrate on the practical use of all aspects of the language in everyday situations. We use materials especially designed for the individual needs of our college students.

Students are tested on arrival, and placed in classes according to their level. Whenever possible, we try to organize International classes to encourage students to feel natural using English to communicate.

## **Course assessment (ELICOS)**

Over the duration of the course, teachers monitor and assess evidence of student's progress observed in homework, class activities and tasks designed to achieve the target learning content. Teachers make continual observations of learners' individual performances with reference to the course's aims and to the agreed objective definitions of the assessable performance criteria relevant to the course's specified Learning outcome.

## **College Facilities**

The college is located in the Central Business District of Sydney and very convenience access to trains and buses. The college has general-purpose classrooms, Internet access, student facilities for study and computer access. The college has computer facilities with the latest software to facilitate the acquisition of language skills through individual learning. There is also a library and a resource room equipped with study carrels with individual listening facilities. Students will be given a minimum of 3 week-notice if training facilities are relocated.

## **Student code of behavior**

The Student Code of Behaviour requires the following rights to be respected and adhered to at all times by students.

1. The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
2. The right to be free from all forms of intimidation
3. The right to work in a safe, clean, orderly and cooperative environment
4. The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
5. The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance Procedure)

6. The right to work and learn in a supportive environment without interference from others
7. The right to express and share ideas and to ask questions
8. The right to be treated with politeness and courteously at all times

Consequences for non-compliance with the Student code of Behaviour the following procedure for discipline are detailed in the student behaviour procedure

For non-compliance with the Student Code of Behaviour the following procedure for discipline will be followed:

1. The Administrative Manager will contact students in the first instance to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
2. Where the issue or behaviour continues, students will be invited for a personal interview with the CEO to discuss this issue further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
3. If the issue or behaviour continues, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
4. After the three steps in the discipline procedure have been followed, if the issue or behaviour still continues, training services will be withdrawn and the student will be notified in writing that their enrolment has been suspended or cancelled.
5. Any suspension or cancellation will be undertaken in accordance with the College Deferral of commencement, suspension of studies, cancellation of enrolment procedure and may affect the status of a student's visa
6. At any stage of this procedure students are able to access the Complaints and Appeals Procedure to settle any disputes that may arise.

#### **Visa refusal by the Australian Government**

Where a prospective student is refused an initial student visa by the Australian Government a full refund of course fees will be made. In order to receive the refund students will have to provide authenticated evidence of the student visa refusal to the college

#### **Provider default on delivery of qualification**

In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) provided by ACPET will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

#### **Helpful Contacts**

- Fire, ambulance and police emergency - dial 000
- Translation services - contact the Translating and Interpreting Service by phoning 131 450
- Counselling services - contact Life Line on 131114
- Local doctors-contact 9268 0133 at 242 Castlereagh St, Sydney, NSW 2000
- Local dentists-contact 9267 7777 at Suite 403, Level 4 307 Pitt St, Sydney, NSW 2000
- Local community health centre- [http://www.sesiahs.health.nsw.gov.au/community\\_health\\_centres/index.asp](http://www.sesiahs.health.nsw.gov.au/community_health_centres/index.asp)
- Local physiotherapist- <http://sanctuary.sanitarium.com.au/health-and-wellbeing-services>
- Local lawyer- <http://www.raveaboutit.com.au/local/Lawyers/NSW/Sydney-Metro/>
- Local religious institutions-<http://www.linkedin.com/directory/companies/religious-institutions/sydney.html>
- Local immigration agent- <https://www.mara.gov.au/agent/ARSearch.aspx?FolderID=394>
- Study in Australia - <http://studyinaustralia.gov.au/Sia/en/Home.htm>

## Assessment

All English courses at AIC include a number of learning outcomes (Los). There are the things that students can do if they complete the course successfully. For example, an LO May say that a student *can write a postcard*. Assessment at AIC is based on these outcomes and usually means students do a task in class, rather than having a test at the end of the course. Your teacher will tell you when a task in class is an assessment, and then give you feedback about your performance. If you don't achieve the outcome the first time, you will get another opportunity to show that can do it.

## Privacy Statement

The College keeps information about its students in student files. We only collect information that is needed for proper management of the College or required by law, and student files can only be accessed by people who have a good reason or legal authority.

If students wish to access their own files, they must put the request in writing to the Student Services Manager.

### Information privacy principles

#### Collection of information

We collect only personal information that is necessary for our organisation to meet its professional and legal obligations. We advise individuals that they can gain access to personal information.

#### Use and disclosure of information

Except as required under the Standards for Registered Training Organisations or by law, information about students is not disclosed to third parties without written consent of the student.

#### Data quality

We audit and review data to make sure personal information is accurate, complete and up to date.

#### Information security

We take reasonable steps to protect personal information from misuse, loss, unauthorised access, modification or disclosure.

#### Openness

Our documents clearly express policies on management of personal information, and provide the policies to anyone who asks.

#### Access and correction of information

Individuals have a right to seek access to their personal information and make corrections. The Registrar will handle access to files and correction to incorrect or out-of-date information.

#### Trans-border data flows

Personal information is not transferred outside New South Wales.

## Privacy Disclaimer

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the New South Wales Government who are the registering authority. The requirements of the registering authority may require the release of your personal information for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies.

Under the National Privacy Principles you can access personal information held on you and you may request corrections to information that is incorrect or out of date.

I declare that I agree to disclose my personal information to any third parties solely for the purposes of audit or for collection of data by Commonwealth and State Government departments and agencies.

**Student signature** .....

**Date** .....

## **TERMS AND CONDITIONS OF ENROLMENT**

**TRANSFER** – A release letter will not be provided for transfer or withdrawal before six months in the principal course (being the highest qualification level in a package of courses), except after consideration of limited circumstances. Students must pay all outstanding fees and accepted invoices prior to issuing a letter of release.

**PRIVACY** – Student’s personal information may be made available by AIC to Commonwealth and State delegated agencies and the ESOS Assurance Fund Manager.

**PACKAGED COURSE** – Course offered as a package are considered as one course and the commencement date is counted from the first course. Once you enrolled in a package course, you may not apply for a refund of the second course after the commencement date of the first course.

**TEACHING HOURS**—20 hours per week face to face teaching.

**HOLIDAY REQUEST** - Regular holidays are scheduled for vocational students throughout the year. Requests for leave outside the set holidays will be approved under compassionate and compelling circumstances only. Leave requests must be received in writing with supporting documents. Fees continue to be payable while on leave. Students will need to extend their course at additional expense to cover all classes and assessments missed.

**SUSPENSION and CANCELLATION** – Where a student has had their enrolment cancelled by Australian Ideal College and where the appeal process has not been sought by the student or the appeal process has been unsuccessful, no refund will apply

**EXPULSION** – AIC reserves the right to suspend or expel students for serious breaches of discipline. No refund will be made in such cases

**TUITION FEES**—Tuition fees refer to the total course fees and do not include application fees, RPL fees, Material fees, Textbook fees, Stationary Fees and Cost of living.

**FEES & WITHDRAWALS**—There are no deferments of fees. There are no allowances for withdrawals. Once accepted the offer, you are responsible for the full course fees. It is the student’s responsibility to pay all fees on time. You may withdraw of your own volition but all fees are due and payable. If you withdraw, or are dismissed or are otherwise excluded from the course all fees are due and payable.

### **LATE FEES – LATE PAYMENT PENALTY – EXCLUSION FROM COURSE**

Where a student elects to pay by installments they must pay each and every installment before or on the due date. AIC does not provide “reminder” notices. Failure to pay will attract a late payment fee \$200.00. Where a fee is more than 14 days overdue their enrolment will be cancelled. To rejoin a re-enrolment fee will apply and all outstanding payments and penalties must be paid.

### **OTHER FEES**

- \$150 re-assessment fee per unit of competency.
- \$400 for repeating a particular unit of competency for Certificate IV course.
- \$625 for repeating a particular unit of competency for Diploma or Advanced Diploma course.
- \$50 for late assessment task submitted after the due date without trainer's permission.
- \$50 for reissuing an eCoE
- \$100 Application fee for Recognition of Prior Learning (RPL)
- \$150 per subject for Recognition of Prior Learning (RPL)
- \$25 for reissuing letter of confirmation of studies
- \$25 for issuing of each attendance letter or transcript before course completion
- \$25 for reissuing of each attendance letter or transcript.
- \$50 for reissuing of each Certificate of Qualification.
- \$15 for reissuing a lost student card.
- \$0.5 per page for colour copy
- \$0.4 per page for colour print
- \$0.3 per page for black & white copy
- \$0.2 per page for black & white print

### **REFUND POLICY**

1. All fees and charges must be paid in full prior to course commencement unless a “payment plan” is arranged with AIC. Student tuition fees are safeguarded through the use of insurance and assurance schemes mandated by Australian Legislation.
2. Applicant must complete the refund application form and submit to AIC. Refunds will be processed within 28 days of receipt of a refund application form and will include a Refund Calculation Form explaining how the refund is calculated.

2.1 Grounds for Refund of Tuition Fee:

• Visa refused before course commencement	100% refund of tuition fees
• Visa refused after course commencement	100% refund of the unused tuition fees
• Withdrawal notified in writing and received by AIC 28 days or more prior to course commencement	50% of the tuition fees will be forfeited.
• Withdrawal notified in writing and received by AIC less than 28 days prior to course commencement and before the commencement date	70% of the tuition fees will be forfeited.
• Withdrawals notified in writing and received by AIC on the course commencement date or after the course commences	No refund of tuition fees.
• If a student’s enrolment is terminated for failure to comply with AIC’s policies and procedures and DIAC’s visa requirements	No refund of tuition fees.

3. In the unlikely event that AIC is unable to deliver the course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by AIC at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If AIC is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) ACPET will place you in a suitable alternative course at no extra cost to you. Finally, if ACPET cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.
4. Fees not listed on 2.1 will not be refunded. Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.
5. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

## Complaints and Appeals Policy and Procedures

Australian Ideal College responds in a constructive and timely manner to all substantiated complaints and appeals against decisions made by us.

Australian Ideal College ensures that:

- Each complaint and appeal and its outcome is recorded in writing
- Each appeal is heard by an independent person or panel
- Each appellant has an opportunity to formally present their case and is given a written statement of the appeal outcome including the reasons for the decision. Procedures

AIC welcomes student feedback and suggestions on our services. We endeavour to respond to suggestion or complaint promptly and with courtesy. We maintain a written record of all complaints and appeals.

**Students with a problem or a complaint with another student** should use the following procedure:

### Step 1:

1. Identify and discuss the complaint with the other party
2. Discuss the best outcome to the complaint
3. Agree to act to resolve the complaint

Step 2: If the complaint is unresolved talk to the teacher who will try to remedy the problem.

Step 3: If after talking to the teacher the complaint remains unresolved the student should approach the DOS who will mediate to resolve the problem.

Step 4: At this point the student should lodge a written notice of their complaint to the Academic Manager/Director of Studies.

Within 10 working days of AIC receiving the formal written lodgment of the complaint or appeal there will be steps taken to remedy the situation. The student will be asked to formally present his or her case. Each party may be accompanied and assisted by a support person at any relevant meetings.

AIC will provide them with a written statement of the appeal outcome. Each appeal outcome and reasons for the decision will be recorded in writing (appendix) and placed in student file.

If the student is dissatisfied with the outcome of the mediation they may appeal the decision by requesting an external independent arbiter. This gives them the opportunity to again present their case.

An external independent arbiter is:

#### **Overseas Students Ombudsman**

GPO Box 442, Canberra ACT 2601

Ph: 1300 362 072 Fax: 02 6276 0123

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Web site: [www.oso.gov.au](http://www.oso.gov.au)

**If students have a problem, complaint with the teacher**, the course content, the facilities or any component of the course they should use the following procedure:

Step 1: In the first instance, talk to the teacher.

Step 2: If they feel it is not appropriate for them to talk to the teacher then they should talk to the DOS or put the complaint in writing and address the letter to the Academic Manager / Director of Studies.

Step 3: The DOS will respond to the written complaint within 5 working days. AIC will provide them with a written statement of the appeal outcome. Each appeal and outcome will be recorded in writing (appendix).

Step 4: If the student is dissatisfied with the DOS's response they can appeal the decision by requesting to have the matter referred to an external independent arbiter. This gives them the opportunity to formally present their case.

An external independent arbiter is:

#### **Overseas Students Ombudsman**

GPO Box 442, Canberra ACT 2601

Ph: 1300 362 072 Fax: 02 6276 0123

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Web site: [www.oso.gov.au](http://www.oso.gov.au)

AIC will provide them with a written statement of the appeal outcome. Each appeal outcome and reasons for the decision will be recorded in writing (appendix) and kept in student file.

AIC will not tolerate inappropriate behavior of any kind.

**If a student is being bullied or harassed by anyone** while they are at the college or in the field they should use the following procedure:

Step 1: Tell the person they don't like being bullied or harassed and ask them to stop.

Step 2: If the inappropriate behavior continues talk to the teacher who will try to remedy the problem.

Step 3: If after talking to the teacher the inappropriate behavior continues they should approach the DOS who will mediate to resolve the problem.

Step 4: If the student is dissatisfied with the outcome of the mediation they may appeal the decision by requesting an external independent arbiter. This gives them the opportunity to formally present their case.

AIC will provide them with a written statement of the appeal outcome. Each appeal, outcome and reasons for decision will be recorded in writing (appendix) and kept in students file.

If a complaint is ongoing the DOS may also mediate or refer the matter to external arbiters, which may include the following organisations:

**Overseas Students Ombudsman**

GPO Box 442, Canberra ACT 2601

Ph: 1300 362 072 Fax: 02 6276 0123

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Web site: [www.oso.gov.au](http://www.oso.gov.au)

**Fair Trading**

NSW Office of Fair Trading

1 Fitzwilliam Street, Parramatta NSW 2150

Tel: 61 2 9895 0111, 13 32 20

Fax: 61 2 9895 0222

Web site: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

**The Federal Human Rights & Equal Opportunity Commission**

Tel: (02) 9284 9600

Complaints: 1300 656 419

**The Anti-Discrimination Board**

Tel: (02) 9268 5555

*The above grievance procedure does not remove the right to take further action under Australia's Consumer Protection Laws.*

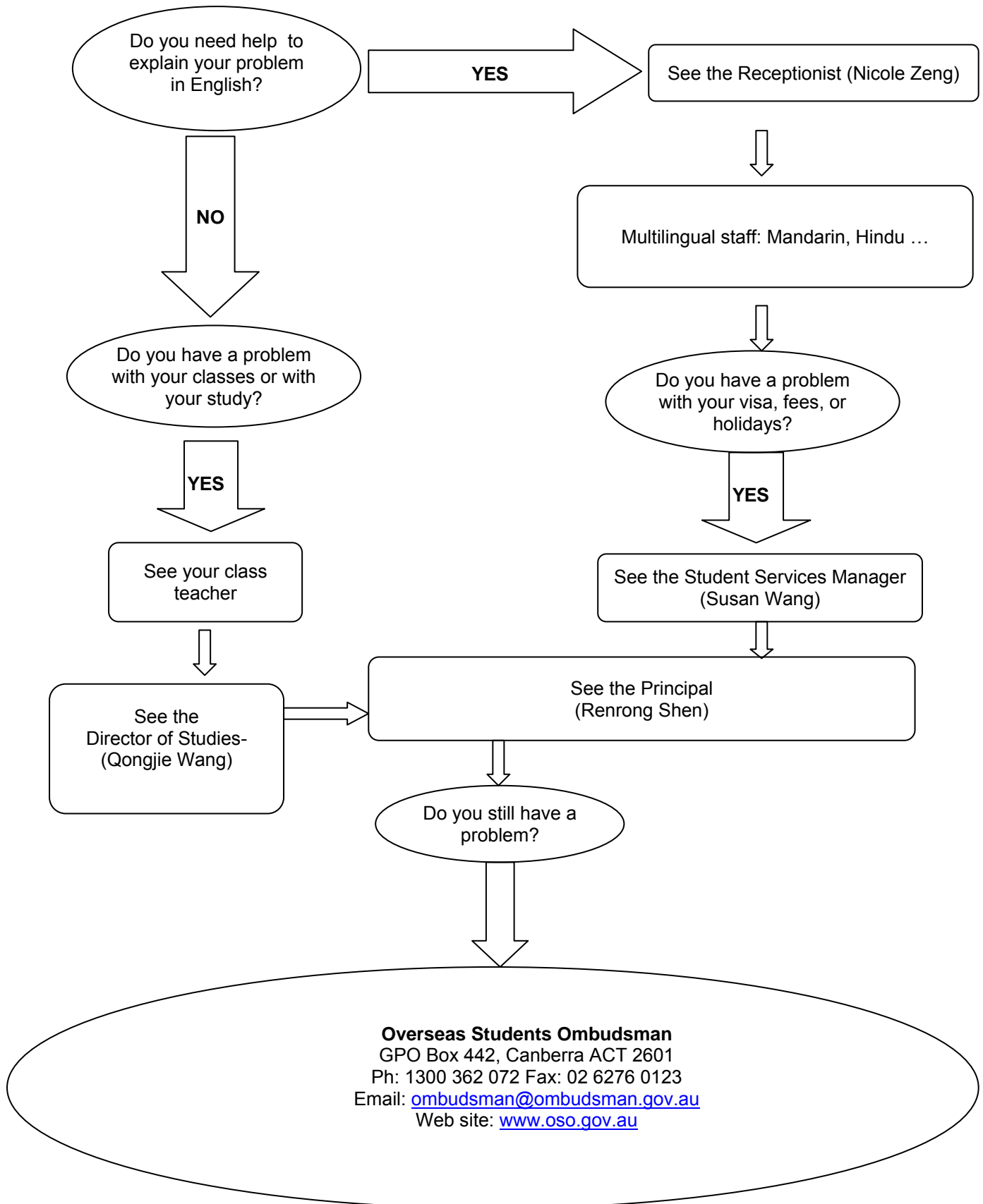
**Complaints Handling Substantiation**

AIC has a clear policy on handling complaints from students, staff and stakeholders. AIC is committed to ensuring that AIC policy is fulfilled. The procedure of this policy is:

1. Receive the complaint in writing with date, signature and proper details of the complaint.
2. Report the complaint initially to the DOS.
3. DOS handles the complaint without any prejudice.
4. If required the DOS informs the CEO.
5. If further required, an investigation is carried out.
6. Initially the emphasis should be given with due seriousness.
7. Depending on the nature of the complaint any emergency must be addressed.
8. Initially a resolution should be attempt one to one consultation.
9. If not resolved, a proper investigation should be carried out and documented.
10. If AIC has to rectify its own policy and procedures, AIC will act immediately. If the matter is between staff and stakeholders and staff and students, the matter should be dealt with accordingly.

## What to do if you have a problem or grievance

If you have a problem with the College, you have a grievance. We understand that problems, differences and grievances sometimes happen and we try to solve them. If we can't solve the problem, you can ask people outside to help. The student will be asked to formally present his or her case. Each party may be accompanied and assisted by a support person at any relevant meetings





# Australian Ideal College

Registered as Australian Ideal College Pty. Ltd.

ABN: 15 126 592 756

RTO No.: 91679 CRICOS Provider Code: 03053G

Campus: Level 8, 75 King St, Sydney NSW 2000 Australia

Tel: +61-2-9262 2968

Fax: +61-2-9262 2938

Email: info@idealcollege.com.au Website: www.idealcollege.com.au

## Student's Complaint Form

Family name.....Given names.....

Student ID .....Date of Birth.....

Phone.....Email.....

Course code.....

Course name.....

### Address your complaints:

.....  
.....  
.....  
.....  
.....  
.....

### Privacy Statement

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

Student's signature

Date

### Office Use Only:

Received by .....(Staff) ..... Date ...../...../.....

Updated by .....(Staff) ..... Date ...../...../.....

Signature of Student Services Officer..... Date ...../...../.....

Under the National Code 2007<sup>1</sup>, education providers can not enrol students seeking to transfer from another provider before that student has completed **6 months** of their principal course of study except in some circumstances.

**I haven't finished 6 months of my principal course, but I want to transfer. What can I do?**

If you want to transfer before completing 6 months of your principal course, you need to ask your education provider for a letter of release. But you do not need a letter of release if:

- you have completed more than 6 months of your principal course;
- you are a government sponsored student, and your sponsor supports a transfer, or
- your current education provider or course has ceased to be registered or a sanction has been imposed that prevents your provider from continuing to deliver your principal course.

**Have I completed six months of my principal course?**

The six months is calculated as six calendar month from the first day of your principal course. Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Bachelors programme, the Bachelor degree is your principal course.

**What's the process for getting a letter of release?**

The National Code 2007 requires your education provider to have a written policy and procedure, which will tell you how to apply for a letter of release and how your provider will assess your transfer request. This policy and procedure must be made available to you. But before your current education provider can assess your request, you must give them a copy of the letter of offer you have received from the provider you want to transfer to. See the diagram overleaf for more information.

**What if my request is declined?**

If your education provider does not give you a letter of release, it must give you written reasons for refusing your request and inform of your right of appeal. All education providers must have a procedure for dealing with complaints and appeals and if you decide to use this system your education provider must deal with the complaint or appeal as soon as practicable.

**The restriction has dropped from 12 to 6 months**

Students are free to transfer to another education or training provider after completing six months of their principal course of study. Prior to 1 July 2007, students could not transfer to another provider before completing 12 months of their principal course of study unless the Department of Immigration and Citizenship released them from their visa condition.

**Further information**

- How the National Code affects you – <http://aei.dest.gov.au/AEI/ESOS/FAQs/>
- The National Code 2007 – <http://aei.dest.gov.au/AEI/ESOS/NationalCodeOfPractice2007/>
- Further explanation of the National Code 2007 – <http://aei.dest.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/>

If you think your education provider is not complying with the National Code 2007, you can contact DEST by emailing [esosmailbox@dest.gov.au](mailto:esosmailbox@dest.gov.au).

<sup>1</sup> The Education Services for Overseas Students (ESOS) National Code 2007 outlines the obligations your education provider must meet in providing you with education and training services. These obligations aim to provide an adequate consumer protection framework for students, support students achieve their education goals and support the integrity of the Australian Government's visa programme.

## Transferring to another education provider to study

### Have you completed six months of your principal course of study?

(Your principal course is usually the final course of study you will undertake. For example, if you are studying ELICOS followed by a Bachelors programme, the Bachelor degree is your principal course.)

Yes

You can transfer to another education or training provider without seeking permission from your current provider.

If you decide to transfer:

- 1) check your provider's refund policy to determine if you are entitled to any refund for monies paid, and
- 2) contact the Department of Immigration and Citizenship to check if you need a new student visa.

No

Government regulations prevent other education and training providers from enrolling you in one of their courses unless:

1. you have a letter of release from your current provider,
2. you are sponsored by a government and they consider that it is in your best interests to change provider,
3. your current provider or course is no longer registered, or
4. your current provider has been sanctioned for breaching its regulatory obligations.

### If you haven't completed six months of your principal course and you need a letter of release, you need to...

1. Approach the other provider/s that you want to transfer to and request a letter of offer. Without a letter of offer, your current provider (the provider you are studying with now) is not able to release you.

2. Request a letter of release from your current provider and show that you have a letter of offer from another provider.

Your current provider will assess your request according to its transfer policy and procedure. Your provider is entitled to make a decision in accordance with its policy. However, your provider can not charge you for a letter of release and its assessment must be made in a reasonable timeframe.

The provider's transfer policy and procedure must be made available to you and will specify the circumstances in which a transfer will and will not be granted. If the policy is unreasonable, you can make a complaint to the Department of Education, Science and Training.

If your request is **granted**:

- 1) contact the Department of Immigration and Citizenship to check if you need a new student visa
- 2) check your current provider's policy to determine if you are entitled to a refund, and
- 3) show the letter of release to the provider you want to transfer to so they can enrol you.

If your request is **declined**, your current provider must:

- 1) give you written reasons for refusing your request, and
- 2) inform you that you can appeal the decision using the provider's complaints and appeals processes.

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the *Education Services for Overseas (ESOS) Act 2000* and the National Code.

### Protection for overseas students

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.dest.gov.au>. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

### Your rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
- your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
- your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
- your right to know:
  - how to use your provider's student support services;
  - who the contact officer or officers are for overseas students;
  - if you can apply for course credit;
  - when your enrolment can be deferred, suspended or cancelled;
  - what your provider's requirements are for satisfactory progress in the courses you study;
  - if attendance will be monitored for those courses;
  - what will happen if you want to change providers; and

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AEI contact: telephone 1300 363 079 (local call costs), email: [aei@dest.gov.au](mailto:aei@dest.gov.au) or visit the website: [aei.dest.gov.au](http://aei.dest.gov.au).