



**Careers Australia
Group**

International Student Information Handbook



**Careers Australia
Institute of Training**



**Careers Australia
College of Healthcare**



**Careers Australia
Institute of English**



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Welcome to the Careers Australia Group

Careers Australia Group Pty Ltd and was incorporated in 2006. This branch of the company was formed in 2007 in response to the needs of industry. The status of courses and training programs offered are available from the National Training Information Service website at www.ntis.gov.au.

Careers Australia aims to provide high quality education and training to enable people to work with confidence, competence and satisfaction. We contribute to the development of students by offering innovative curricula, providing a stimulating learning environment, fostering self development and decision making, supporting individual needs with the curricula and assisting with employment opportunities. Our experienced teaching team is committed to providing a supportive environment that will facilitate both personalised and collaboratvie learning.

Careers Australia believes that independence and control over one's life are the ultimate expressions of human dignity. As we grow and develop we increase our independence. Education and training contributes to our growth – we become more empowered and self directed. We are able to make informed choices. These choices will benefit us personally, our employers and those who receive services and support in the industries in which we work.

We look forward to welcoming you!

Yours sincerely

A handwritten signature in black ink that reads "Patrick McKendry".

**Patrick McKendry
Chief Executive Officer
Careers Australia Group**



1 Course application process and information

International students may apply directly to Careers Australia or via a local Agent. Agents are able to assist you with your application, student visa application and in some cases with your travel arrangements to Australia. The Institute will consider applications on individual merits.

Step One:

Undertake an IELTS, ISLPR or relevant assessment in your home country and send a copy of your passport, relevant English assessment and the International Student Application Form to international@careersaustralia.edu.au or by fax +61 1300 436 605 or direct by international postal services to: PO Box 1433 Fortitude Valley QLD 4006 Australia.

Step Two:

Careers Australia will advise you of the outcome of your application within one week of its receipt. If your application is successful, Careers Australia will e-mail a Letter of Offer/Student Agreement to you or your Agent confirming the course you have been offered, fees payable and the course commencement date. To accept the offer, a copy of the signed agreement must be returned with payment. A payment (subject to terms and conditions) must be paid to Careers Australia as soon as possible from the date of the letter of offer.

Students who are from countries with Assessment Levels 3 or 4 must complete the Pre-Visa Assessment from an Australian Diplomatic Mission before making any payments to the Institute. Please refer to the following website for information relating to your assessment level.

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

Step Three:

Upon receipt of the signed acceptance of offer, the program/course payment and remittance advice form, Careers Australia will formally notify you that you have been accepted, usually within 48 hours. The Confirmation of Enrolment (CoE) on behalf of the Australian Department of Immigration and Citizenship (DIAC) will be sent directly to you by e-mail or alternatively to your Agent. You will need the CoE to apply for your student visa.

Step Four:

You must satisfy the Australian Department of Immigration and Citizenship (DIAC) visa conditions. Please refer to the Department of Immigration and Citizenship website for more information about your student visa. <http://www.immi.gov.au/students/students/chooser/572.htm>

Examples of these conditions include:

- Course enrolment & attendance
- Academic results
- Changing your education provider
- Financial capacity
- Health insurance

Step Five:

Arrange your travel. The commencement date offered to you is when you are required to COMMENCE the program you have been accepted into. Please make sure that you have arrived here AT LEAST one (1) week before the program commencement date given to you in your letter of offer.

Step Six:

Arrange your accommodation. Careers Australia is able to assist you with finding accommodation by providing you with a list of student accommodation providers. The cost of your accommodation, living and travel expenses is not included in the total fees. Regardless of your financial arrangements the Careers Australia does not accept responsibility to provide financial support.

Step Seven:

Overseas Student Health Cover. All international students are required to maintain appropriate health insurance for the duration of their visa. The Institute recommends 'ahm' www.ahm.com.au/oshc as the choice for Overseas Student Health Cover, and the premium is included in the total fee. Please refer to the following website for information relating to Overseas Student Health Cover. <http://www.health.gov.au/internet/wcms/publishing.nsf/Content/health-privatehealth-consumers-oshc.htm>

Induction and orientation procedures

Each student will attend both a facility and program orientation session at the commencement of their studies. These orientations embrace an overview of the Careers Australia policies and procedures including the Student Information Handbook, administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities.

2 International Student Support Services

There will always be somebody who international students can turn to for help. Careers Australia cares about the needs of our students and takes the highest care in making sure your transition from home to studying and living in Australia is as smooth as possible.

We are dedicated to continuously improving our services to meet the needs and expectations of our international students and our friendly staff are on hand to give advice. Student Support Services helps to resolve problems that may impede the successful completion of student's study programs.

All students of Careers Australia have access to student support services to make your time in Australia enjoyable, happy and productive. Services that we provide include:

- Confidential counseling
- Day to day administration support
- Academic and language support
- Orientation program to both Careers Australia and study within the specified program
- Emergency and health related support
- Employment seeking assistance and support
- Australian Culture, Language and Communication
- Campus administration procedure support
- Career and further education pathway advice and support

3 Student visa application, requirements and obligations

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.
- 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 or RPL;
 - 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
 - how to use your provider's complaints and appeals process.

Your responsibilities

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

- satisfy your student visa conditions;
- maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
- meet the terms of the written agreement with your provider;
- inform your provider if you change your address;
- maintain satisfactory course progress;
- if attendance is recorded for your course, follow your provider's attendance policy; and

For more information **See:** <http://aei.dest.gov.au/AEI/Default.htm>

International students intending to study at Careers Australia for a period of more than 10 weeks must apply for a student visa. Student visa requirements depend on the student's Assessment Level. The Assessment Level is based on the student's nationality and the course of study. Assessment Level 1 represents the lowest assessment level and Assessment Level 5 the highest. The higher the assessment level the stricter the assessment criteria. Student's assessments levels can be viewed through the DIAC website <http://www.immi.gov.au/students/students/chooser/572.htm>

Your local agent will be able to assist you in applying for your student visa. The time for processing student visas can vary in different countries, but is usually between four and six weeks, though some students experience longer delays. Assessment levels 3 or 4 can take more than 4 months to process a Pre-Visa Assessment.

Important: Visa application requirements differ from one country to another. If you are applying outside of Australia you must contact your nearest departmental office and **check exactly how to submit your application and what documents to provide.**

See: <http://www.immi.gov.au/contacts/overseas/index.htm>

You may also need to provide additional documentation on request from the department.

Important: Do not provide original documents unless requested. You must provide certified copies of original documentation. Documents not in English must be accompanied by accredited English translations. For more information on certified documents and English translation;

See: <http://www.immi.gov.au/students/students/572-3/important-information.htm>

Complete applications are likely to be processed more quickly. Incomplete applications may be delayed or, in some cases, refused. The department is not required to contact you if your application is incomplete.

The main requirements of the student visa application are:

- DIAC Confirmation of Enrolment (CoE)
- English language skills
See: <http://www.immi.gov.au/students/students/572-3/eligibility-student.htm>
- Careers Australia Letter of Offer
- Visa application charge payable to Department of Immigration and Citizenship
- Certified copies of passport or travel documents
- Four **recent** passport size photographs (45mm x 35mm) of you
- Health documents **See:** <http://www.immi.gov.au/allforms/pdf/1163i.pdf>
- Overseas Student Health Cover

The Australian Government operates an Overseas Student Program (OSP) that allows people who are not Australian citizens or Australian permanent residents to study in Australia. If you wish to study at Careers Australia, you must first obtain a student visa. The details for applying for this visa may be found in the 'Temporary Entry Overseas Students Vocational Educational and Training' booklet issued by the Department of Immigration and Citizenship (DIAC).

See: <http://www.immi.gov.au/students/index.htm>

Students must uphold their visa conditions while studying and living in Australia or their visa may be cancelled and they may have to leave Australia. To remain enrolled in a full-time registered course, students must meet at least 50% of the course requirements for each compulsory study period. For further student visa obligations

See: <http://www.immi.gov.au/students/students/572-3/obligations-student.htm>

Careers Australia is required to notify DIAC under Section 19 of the Education Services for Overseas Students Act 2000. If a student breaches any condition of their visa, the student is allowed 20 days in which to access the Careers Australia complaints and appeals procedures before DIAC is notified.

A student who receives a non-compliance notice from DIAC has 28 days to report to a DIAC office to discuss the alleged breach.

Failure to report during this period will result in the visa being automatically cancelled. Student visa holders who respond to the non-compliance notice and report to a DIAC office do not have their visa automatically cancelled. Instead, a DIAC officer decides if there has been a breach and, if so, cancels the visa under Section 116 of the Migration Act.

Careers Australia is also required to notify DIAC of other changes in the student's academic status, for example, where enrolment is terminated by Careers Australia or ceased by the student, where the student defers their studies, finishes their course early or fails to commence a course. These types of non-compliance notices do not lead to automatic cancellation but may lead to cancellation of the visa on other grounds.

Students who have their visas cancelled become unlawful non-citizens and if currently not before DIAC, must be located and removed from Australia.

See: <http://www.immi.gov.au/students/index.htm> for all related student visa matters.

Deferring, suspending or cancellation of enrolment

A student may only **defer** his/her studies on the grounds of illness, evidence by a doctor's certificate, compassionate or compelling circumstances on grounds beyond the control of the student or misbehavior by the student. Students must apply to their education provider for deferral of their studies and in doing so acknowledges the provider may choose to grant or decline any such request.

Situations that could give rise to deferral, suspension or cancellation of enrolment, include but are not limited to:

- Serious illness or injury, where a medical certificate state that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel; or
- A significant traumatic experience; or
- Careers Australia is unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa; or
- The student's behaviour is unacceptable as defined by the Careers Australia Student Code of Conduct; or
- Failure to pay tuition fees.

Should a student have his/her enrolment deferred, suspended or cancelled, the student is allowed 20 days in which to access the Careers Australia complaints and appeals procedures.

After 20 days, Careers Australia is obliged to notify the Australian Government and in doing so, the student's visa conditions may be affected.

4 Course fees, refunds and other financial issues

Fees include:

- Facility and program orientations
- Tuition, tutorials and lectures
- Study guides
- Authorised supported learning materials and compulsory textbooks (if applicable)
- Student counselling and support
- Australian Culture, Language and Communication
- Student identification card
- Australian Goods and Services Tax (GST) where applicable to items listed above
- Overseas Student Health Cover (2 years policy approx \$600)

Additional costs not included:

- Australian Department of Immigration and Citizenship visa application and associated test costs
- Additional visa applications (work permit etc)
- Transport to Australia
- Travel to and from campus
- Travel to and from placement facilities.
- Daily living expenses
- Off-campus excursions
- Stationery (books, pens, photocopying etc)
- Applicable textbooks
- Supplementary Assessments (if applicable, conditions apply)
- Re-attendance of classes (if Fail)
- Recognition of Prior Learning application (50% of each unit cost) (if applicable)
- Replacement study guides or program learning materials



Students are advised to keep their receipts regarding education expenses for taxation purposes (if applicable).

The Careers Australia reserves the right to defer a student's progress in the program when fees remain unpaid and to follow legal processes for monies outstanding. A student's enrolment may also be terminated if they default on payment. Please remember that during placements (if applicable), as supernumerary (unpaid) students, **NO income** will be generated, therefore, careful budgeting will be required. Students are responsible for planning financially for this period.

Careers Australia Refund and Exemptions Policy

If the Visa application is rejected, all prepaid tuition will be refunded upon presentation of the rejection letter from the Embassy. Please note: Enrolment fees are not refundable.

Once a course has been commenced there are no refunds of course fees.

Where a student withdraws from a course before completion no refund is applicable. Careers Australia may at its discretion issue a non-transferable credit for the remainder of the course fees.

If written advice of cancellation is received by Careers Australia more than 28 days prior to course commencement, Careers Australia will make a full refund of tuition fees within 4 weeks of receipt of written cancellation advice.

If written cancellation is received by Careers Australia less than 28 days before the course commencement, a cancellation fee of up to a maximum of ten percent of the tuition fee will be charged. Tuition fees will not be refunded if the course is cancelled after the student has commenced his/her course. Agent's fees will not be refunded by Careers Australia. Refunds will be made within 4 weeks of the written advice being received.

If a student fails to commence a course and does not advise Careers Australia prior to the commencement date, a cancellation fee of up to a maximum of fifty percent of the tuition fee will be charged.

If a student defaults once a course has commenced, Careers Australia must be informed in writing within 7 days.

Careers Australia reserves the right to alter timetables and class locations without notice. Careers Australia reserves the right to cancel, terminate or defer courses without notice. If any course is cancelled or deferred and does not start on the agreed starting day, or is started but terminated before it is completed for whatever reason, Careers Australia will refund all course money within 2 weeks after the default day in accordance with the provisions of sections 27 and 29 of the Education Services for Overseas Students Act 2000. In the case of Careers Australia not being able to offer a course, students are covered by the Provisions of the ESOS Act 2000 and the ESOS Regulations 2001.

Full-time students are required to attend all scheduled classes and activities in class time and maintain academic progression. A student whose academic progression is not satisfactory (less than 50% within a study period) may risk course termination. No refund will be provided in this instance.

Careers Australia reserves the right to withdraw all its services if the student's conduct disrupts the normal operation of classes. In this case no fee will be refunded.

Refunds will be remitted to country of origin in Australian Dollars. Refunds will be paid by Careers Australia directly to the person who enters into the contract with Careers Australia about the student, unless the person gives written direction to Careers Australia to pay the refund to someone else. Tuition fees are not transferable to another person or institution.

The student must agree to indemnify Careers Australia and/or its staff from any responsibility and/or claim for any possible injury, damage or loss during attendance at any Careers Australia program or activity arranged by Careers Australia.

This agreement does not remove the right to take further action under Australia's consumer protection laws. The Careers Australia dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.

Obtaining a refund

If a student believes they are entitled to a refund they must lodge a written Request for Refund to the Careers Australia Finance Officer within 10 working days of the date of termination of enrolment. Requests for refunds will be processed within 5 working days and written notice of the outcome given to the student. If a refund amount is due, this will be paid within 10 working days of the notice. Request for Refund forms are available from Student Services.

Protection of student funds

Careers Australia is a member of the Australian Council of Private Education and Training, Overseas Student Tuition Assurance Scheme (OSTAS) and agrees to conform to the Memorandum of Articles of Association, the By-laws and the Code of Ethics.

See: http://www.acpet.edu.au/index.php?option=com_content&task=view&id=158&Itemid=101

For details of the courses covered by the OSTAS for Careers Australia, please refer to the ACPET OSTAS provider report available upon request from Careers Australia.

Enrolment fees and refunds

In all cases, enrolment fees paid by the student are excluded from refund amounts due.

Compulsory additional costs and refunds

Compulsory additional costs are payable by the student as and when they are required, and in all cases are excluded from refund amounts due.

Other financial issues

This section addresses the additional expenses and financial issues that students and their parents may find helpful when assessing the full costs of studying and living in Australia. Depending on the program of study selected by the student and the student's personal preferences, they may incur the following expenses. Please note, this information is provided as a guide only. All costs are correct at time of publication and are subject to change.

School age dependents

Students should consider the extra expenses and difficulties associated with bringing their families with them to Australia. Dependents of international students attending government primary and secondary schools in Australia are required to pay tuition fees. For more information about school aged dependants, including school fees that may be incurred See: www.immi.gov.au Should the student be accompanied by school age dependents, the student must accept responsibility for any primary or secondary school fees. The dependents are not eligible to attend government schools free of charge.

Visas

International students are required to obtain a student visa to study in Australia. Current visa processing charges (payable to the Australian Government) can be found at <http://www.immi.gov.au/allforms/990i/students-visa-charges.htm> As part of the visa process, students may be required to have a medical check with an Australian Government authorised doctor.

See: <http://www.immi.gov.au/allforms/health-requirements/index.htm> for all medical associated information for an Australian student visa.



International students on student visas are permitted to work in Australia up to a **maximum** of 20 hours per week during an academic semester and unlimited full time hours during semester breaks, provided it does not interfere with the demands of study.

Accommodation

As an international student, you are responsible for your own day-to-day living costs. These costs can vary enormously from one student to another. In the table below we try to let you know what expenses you might be exposed to but these are only a guide.

| |
|--------------------------------------------------------------------------------|
| Establishment costs |
| Bond (one month's rent) + 2 weeks rent in advance (6 weeks rent in total) |
| Telephone / gas, electricity connections / Water rates / Internet connection / |
| General establishment (furniture, manchester, kitchen etc) |
| Other costs |
| Books, stationery and equipment |
| Clothing |
| Personal costs |
| Rent (can range from \$70 per week to \$250 per week) |
| Food |
| Household costs (food, power, phone) |
| Travel expenses (to and from home or city) |
| Miscellaneous (entertainment, personal items etc) |
| Mobile phone charges |
| Motor vehicle expenses (registration, insurance, petrol) |

There are a number of accommodation options available for students studying in Australia. If students require assistance in arranging accommodation they may contact Careers Australia and request support in locating suitable accommodation.

Options available can include Homestay (living with an Australian family), student apartment accommodation, rental unit/townhouse or house.

Rents can vary depending on the location, size (2 bedrooms, 3 bedrooms etc) and facilities (lock up garage, built in wardrobes, air conditioning etc). Many students in Australia live in an apartment or a house with other students, sharing the cost of gas, electricity and sometimes food.

Other types of accommodation for students include private board, hostels and guest houses. Again, costs will vary depending on the location and the facilities available.

Below are some examples and an indicative guide to costs:

| | |
|--------------------------------------|--------------------------------|
| Homestay (with full board and meals) | AUD\$150 - \$250 per week |
| Boarding hostels | AUD\$ 90 - \$120 per week |
| Shared rental accommodation | AUD\$ 80 - \$150 per week |
| Rental accommodation (from) | AUD\$150 – per person per week |



Useful Web Sites

<http://au.easyroommate.com/>
<http://www.realestate.com.au/>
<http://www.flatmates.com.au/>
<http://www.myflatmate.com.au/>

General living expenses

The average international student in Australia spends about AUD\$360 per week on food, accommodation, clothing, local transport, telephone, gas/electricity, stationery and entertainment, although this varies significantly by location and lifestyle.

International students on visas that seek permission to work are able to work up to 20 hours per week. Although it is possible for international students to work whilst studying, part time employment should not be regarded as a means of financing your studies in Australia.

Student discounts

Careers Australia students are issued with a full time tertiary identification card. This entitles them to many student discounts, providing significant cheaper costs on public transport, cinema tickets and more.

Health and medical

All international students coming to Australia on student visas are required to have Overseas Student Health Cover. Careers Australia ensures all students are covered with Australian Health Management Group Limited as part of their fees. While this cover provides financial assistance towards doctors and some hospital services, it does not cover dental, physiotherapy or optical services.

See: www.ahm.com.au/oshc for more information from ahm.

Health and Emergency Services

Poisons Information Centre

Ring for information 24 hours a day.

Phone: 13 1126

Ambulance/Fire Brigade/Police

000 (triple zero) Phone number is to be used in an EMERGENCY ONLY for those who find they are in need of an Ambulance, Fire Brigade or Police immediately in sudden, distressing circumstances.

Phone: 000 (triple zero)

Counselling Services

Lifeline - Child, Youth & Family Counselling

24 hour telephone counselling is available. Face to face counselling is available by appointment.

Counselling support is provided for couples, families & individuals suffering crisis & emotional distress.

Phone: 13 1114

Web: www.lccq.org.au

Relationships Australia (Relationship Counselling & Gambling Help)

Addiction, Financial & Family Relationship counselling & Mediation is available to everyone.

Phone: 1300 364 277

Web: www.relationships.com.au

Salvation Army

Offering support and counselling.

Phone: 1300 36 36 22

Translation Services

Translating and Interpreting Service (TIS)

The Department of Immigration and Citizenship (DIAC) provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them. TIS National has more than 30 years of experience in the interpreting industry, and has access to over 1300 contracted interpreters across Australia, speaking more than 120 languages and dialects. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services.

Phone: 131 450

Web: <http://www.immi.gov.au/living-in-australia/help-with-english>

Critical Incidents

Careers Australia has a detailed Critical Incident Policy, Procedure and Management Plan. This policy is designed as a point of reference for staff and students in responding appropriately to critical incidents. If there was a critical incident (e.g. natural disaster, accident, fire or other emergency) Careers Australia staff will manage this appropriately.

Complaints & Appeals

Careers Australia seeks to improve a high quality education and training service in which all are encouraged to strive for excellence and fulfil their potential. It is committed to implementing effective complaint resolution procedures that, where possible, are managed quickly, at the local level and with a minimum number of people involved. The resolution process will focus on a rapid re-establishment of good educational working relationships and positive outcomes. The procedures aim to avoid blame and undue investigation.

This policy applies to all students (including current, prospective and existing students) undertaking study or training in courses offered by Careers Australia. This policy applies to all complaints requiring resolution except those covered under equal opportunity or access and equity.

Complainants can choose to utilise resources outside Careers Australia to resolve their complaint.

In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- Protect all parties involved in a complaint under the principles of natural justice
- Prevent the possibility of a defamation or other legal action
- Involve the minimum number of people possible

All students and staff are to be informed of the complaint resolution procedures. The focus for resolution will be on issues rather than individuals. Students and staff are to be protected from victimisation. Natural justice principles will be used to ensure procedural fairness.

If a student is utilising this process, their enrolment must be maintained while the complaints and appeals process is ongoing.

Process

There are two types of complaint: Informal and Formal. Students, Industry and Staff may choose either process. Specific procedures for Staff, Industry and Student complaints resolution should be referred to as each circumstance indicates.

Informal complaint

A complaint is considered to be informal when it is made verbally. It is also considered to be informal when it is made in writing and addressed to the person against whom the complaint is being made unless a signed copy of that letter is also sent to the General Manager. An informal complaint will be referred to an appropriate person to assist the effective and rapid resolution. Resolution of a complaint is to be achieved as quickly as possible, at the local level and with a minimum number of people involved.

Formal complaint

Students may make a formal complaint by forwarding a signed written complaint to the General Manager of Careers Australia within three months of the incident.

All parties have a right to confidentiality and privacy, subject to necessary legal responsibilities and the complaint will be forwarded to the most appropriate person (as determined by the General Manager) to assist the effective and rapid resolution of any complaint.

At all times, parties to the complaint may be accompanied by an advocate of their choosing, except where that advocate is a legal practitioner. Each party will have opportunity to formally present their case should they wish to do so.

Appeals process

Careers Australia provides the right of appeal against decisions made following the resolution or completed investigation of a complaint, whether informal or formal or a breach of Careers Australia Policy. Appeal against academic decisions should be referred to the Appeals section of the Assessment Guidelines policy. At all times, parties to the appeal may be accompanied by an advocate of their choosing, except where that advocate is a legal practitioner. Each party will have opportunity to formally present their case should they wish to do so.

Careers Australia will review decisions on appeal. The decision of Careers Australia on the appeal is final.

An appeal must be lodged in writing within twenty (20) working days of the date of notification of the original decision. Any appeal must set out the grounds for the appeal. The General Manager or nominee will normally convene an Appeals Panel to assess the appeal, and act as Chairperson. In addition to the Chair, the Appeals Panel will consist of at least 2 academic staff of Careers Australia and not less than 1 student counsellor.

The appellant will not normally have the right to be present when the Appeals Committee convenes.

An appellant will be notified in writing of the outcome of the appeal within twenty working days of the date of lodgement of the appeal.

External mediation services

Should a complaint not be able to be resolved using the Careers Australia complaints process, then impartial mediation by an external mediator will be available if needed. A mediation service recommended by Careers Australia is the Australian Council for Private Education and Training (ACPET). Contact with the mediator should be initiated by Careers Australia in all cases. The contact phone number for ACPET is 07 3210 1628.

Action is to be commenced within two weeks of a formal complaint being made. In most cases, resolution will be finalised within a further two weeks.

A complaint resolution is owned by a complainant, who has the right to withdraw the complaint at any stage and choose or alter the process of resolution limited to the formal or informal procedure.

The police may be contacted in cases of possible criminal behaviour.

Each complaint, grievance, appeal and its outcome is recorded in writing and each party to the complaint is given a written statement of the appeal outcomes, including reasons for the decision.

If, in the opinion of either party, after every attempt has been made to resolve the issue internally, an external mediator may be utilised. In this event all costs charged by the external mediator are to be shared equally between the parties.

If after the services of an external mediator have been accessed and no resolution can be found, either party may contact the Quality Branch on 5561 3333.

If the problem resolution fits within equal opportunity guidelines, it will be managed under those guidelines.

Victimisation

All complaints will be handled with fairness in accordance with the principles of natural justice. Careers Australia is committed to ensuring that students do not experience any victimisation as a result of making either an informal or formal complaint.

Whether a complaint is formal or informal, steps will be taken to ensure that neither party is victimised or disadvantaged as a result of a complaint being made. The Nominee appointed to manage a formal complaint will be responsible for ensuring that no victimisation occurs.

Defamation

Defamation may be defined as the publication or making of false statements about another, which damage that person's reputation. The defamatory statement must be untrue and also intended to be taken seriously. Its effect must be damaging to the reputation of the plaintiff.

A defamatory statement may be in one of two forms – libel or slander. Libel is a defamatory statement in written words, pictures or other visual form, or broadcast over radio or television with an element of permanence about it. Slander is a defamatory statement in spoken or written words or other transitory form.

All parties to a problem resolution process should ensure that they limit their discussions to details of the complaint and that they act within their role in pursuing the Careers Australia Complaints, Grievance and Appeals policy.

Natural justice

The duty to act fairly includes two rules: the fair dealing rule and the no bias rule.

This means that all parties must be given the opportunity to present their case, be fully informed about allegations and decisions made and have the right to be represented by another person.

In addition, a decision maker must have no personal interest, beyond the scope of their role in this process and must be unbiased. If the decision maker cannot meet these requirements they must immediately withdraw from the process. The procedure shall have regard to the duration of an overseas student's stay in Australia. In order to expedite the process, students shall also have regard for this and not unduly interfere with the mediation agent or the procedure. Should interference by the student affect the normal process of events, Careers Australia shall not be held responsible for the consequences.

Dispute Resolution

When all internal Careers Australia resources for dispute resolution have been exhausted the student has the right to take further action under consumer protection laws and does not prevent an overseas student from exercising the student's rights to other legal remedies.

An overseas student may contact the chief executive or Director General of the government department in the relevant state if the student is concerned about the conduct of Careers Australia, and the Chief Executive/Director General may, under part 2, division 2 of the ESOS Act, suspend or cancel the registration of a provider or course.

| Australian State | Department Name | Phone Number |
|-------------------------|-----------------------------------------------------------|---------------------|
| Queensland | Dept of Education, Training and the Arts (DETA) | 1800 017 288. |
| South Australia | Dept of Education, Training and Employment (DETE) | 1800 088 158 |
| New South Wales | Dept of Education and Training (DET) | 1300 300 498 |
| Victoria | Dept of Education and Early Childhood Development (DEECD) | (03) 9637 2000 |
| Western Australia | Dept of Education and Training (DET) | (08) 9264 4111 |
| ACT | Dept of Education and Training (DET) | 13 22 81 |
| Northern Territory | Dept of Education and Training (DET) | (08) 8999 5659 |
| Tasmania | Dept of Education | 1800 816 057 |

5 Additional Information

Enrolment information will be provided to Commonwealth and State agencies or the Assurance Fund manager for the purposes of the ESOS Act and this code, or promoting compliance with visa conditions and migration control. Careers Australia is required under Australian law to advise DEEWR (who will advise DIAC) of changes to a student's enrolment or breach of visa conditions.