# TABLE OF CONTENTS

Welcome from GBCA ......................................................................................................................... 8

1. **Introduction** ............................................................................................................................. 8  
   Using This Handbook ...................................................................................................................... 8  
   History ........................................................................................................................................ 8  
   GBCA Responsibilities .................................................................................................................... 8  
   Campus Locations & Delivery Site ................................................................................................. 9  
   Facilities and resources available to students ............................................................................. 10  
   Student acceptable use of technology policy ............................................................................. 10  

2. **Some of the Essential Personnel Working with You** .............................................................. 14  
   Trainers and assessors .................................................................................................................. 14  
   Training Manager ....................................................................................................................... 14  
   Student Admission Team ............................................................................................................ 14  
   Student Support Officer .............................................................................................................. 14  

3. **Information** ................................................................................................................................ 14  
   Attendance ................................................................................................................................... 14  
   Staff Responsibilities for Access/ Equity & Equal Opportunity Issues ........................................ 15  
   Student Selection ....................................................................................................................... 15  
   Entry Requirements .................................................................................................................... 16  
   Enrolment ................................................................................................................................... 16  
   USI - Unique Student Identifier .................................................................................................. 16  

4. **Fee Schedule** ............................................................................................................................ 16  

5. **Refund Policy** ........................................................................................................................... 16  
   Tuition Protection Services (These services apply to international students only) .................... 21  

6. **Recognition and Prior Learning** .............................................................................................. 22  
   National Recognition .................................................................................................................. 22  
   Recognition of Prior Learning ..................................................................................................... 22  
   Credit Transfer ............................................................................................................................. 23  

7. **Student Transfer (Only apply to international students)** ....................................................... 23  
   Applying to be released from GBCA ........................................................................................... 23  
   Enrolling a transferring student ................................................................................................. 24
8. Deferral of commencement, suspension of studies, cancellation of enrolment ............... 25
9. Course Progress (applicable to international students only) .............................................. 28
10. Change to Conditions ........................................................................................................ 30
11. Your Rights and Obligations ............................................................................................ 30
    Use of Your Personal Information .................................................................................. 30
    Welfare & Guidance Services ......................................................................................... 31
    What You Can and Cannot Do ........................................................................................ 31
12. Your Code of Behavior ..................................................................................................... 31
    In the Event of Non-compliance with Our Rules, the following applies ..................... 32
    Privacy & Confidentiality Records Access ..................................................................... 32
    Discrimination and Harassment ...................................................................................... 33
13. Support & Assessment ..................................................................................................... 34
    Language, Literacy and Numeracy (LLN) ...................................................................... 34
    Support Services ............................................................................................................ 34
    External Services ........................................................................................................... 36
    Psychologist ................................................................................................................... 37
    Flexible Learning Strategies & Assessment Procedures ................................................. 37
    Competency Based-Training and Assessment ................................................................. 37
    Assessment ................................................................................................................... 37
    Trainers as Assessors ...................................................................................................... 38
    Forms of Evidence .......................................................................................................... 38
14. Health and Safety ............................................................................................................ 38
    Emergencies – Dial 000 ................................................................................................. 39
    State Emergency Service ............................................................................................... 39
    Lifeline ............................................................................................................................ 39
    Poisons Information Line ............................................................................................... 40
    Emergency Translation .................................................................................................. 40
    Overseas Student Health Cover (OSHC) ....................................................................... 40
    Medical Services ............................................................................................................ 41
    Sun safety ....................................................................................................................... 43
    Beach safety .................................................................................................................. 43
Bites and stings ...................................................................................................................... 44
Weather conditions ................................................................................................................ 44
Emergencies .......................................................................................................................... 44

15. Complaints and Appeals Procedures .............................................................................. 44
   STAGE 1 - INFORMAL COMPLAINT PROCESS .............................................................. 47
   STAGE 2 - FORMAL COMPLAINT PROCESS ................................................................. 47
   Formal Complaint Process – preamble .............................................................................. 47
   Formal Complaint Process – general complaints .............................................................. 47
   Formal Complaint Process – finalisation .......................................................................... 48
   STAGE 3 – INTERNAL APPEAL PROCESS ...................................................................... 49
   Internal Appeal Process - preamble .................................................................................. 49
   Internal Appeal Process - general .................................................................................... 49
   Formal Appeal Process – Notice of Intention to Report by GBCA Pty Ltd (applicable to international students) ................................................................................................................ 50
   Internal Appeal Process - assessment .............................................................................. 51
   Internal Appeal Process – finalisation ............................................................................. 51
   STAGE 4- EXTERNAL APPEAL ....................................................................................... 52
   External appeal process ................................................................................................. 52

16. Graduation ....................................................................................................................... 53
   Incomplete Qualifications ............................................................................................... 53
   Reissuing Qualifications ................................................................................................. 53

17. Change of person details ............................................................................................... 54

18. Feedback ......................................................................................................................... 54

19. International Students under 18 years of age ............................................................... 54

20. Pre-Arrival ....................................................................................................................... 56
   Department of Home Affairs (DOHA) ............................................................................. 56
   Department of Foreign Affairs and Trade (DFAT) ........................................................... 56
   Education Agents .......................................................................................................... 56
   Visa Conditions .............................................................................................................. 56

21. Arranging Travel ............................................................................................................. 57
   Documents ....................................................................................................................... 57
What to Bring .............................................................................................................................. 57
Seasonal Considerations ............................................................................................................. 57
Clothing ...................................................................................................................................... 58
Currency ..................................................................................................................................... 58
Melbourne’s public transport ....................................................................................................... 59
Regional Victoria’s public transport ............................................................................................. 59
Taxis ........................................................................................................................................... 59
Entry into Australia .................................................................................................................... 60
Getting from the Airport ............................................................................................................ 61

22. Arranging Accommodation ................................................................................................. 63
   Temporary Accommodation .................................................................................................... 63
   Bringing my Family .................................................................................................................. 63
   Child Care ............................................................................................................................... 64
   Schools .................................................................................................................................... 64
   Permanent Accommodation .................................................................................................... 65

23. Services ..................................................................................................................................... 65
   Telephones ............................................................................................................................. 65
   Mobile/Cell Phones ............................................................................................................... 66
   Computer & Internet Access ................................................................................................. 67
   Australia Post ......................................................................................................................... 67

24. Managing My Finances ........................................................................................................ 68
   Setting up a Bank Account ..................................................................................................... 68
   Bank & ATM Locations .......................................................................................................... 68

25. Working in Australia ............................................................................................................ 69
   Permission to Work .................................................................................................................. 69
   Finding Work .......................................................................................................................... 70
   Earning an Income .................................................................................................................. 70
      Taxes ................................................................................................................................... 70
   Getting a Tax File Number .................................................................................................... 70
   Taxation Returns ...................................................................................................................... 71
   Superannuation ...................................................................................................................... 71
26. Laws and Safety in Australia

Obeying the Law ........................................................................................................ 71
Legal Services & Advice ............................................................................................. 71
Personal Safety ........................................................................................................... 71
Road Rules .................................................................................................................. 72
Owning a Car ................................................................................................................. 72
  Registration .................................................................................................................. 73
  Insurance ..................................................................................................................... 73
  Speed ............................................................................................................................ 73
Mobile Phones and Driving ......................................................................................... 73
Demerit Points Scheme ............................................................................................... 73
Licence Requirements ................................................................................................. 73

27. Adjusting to Life in Australia ...................................................................................... 74

28. Public Holidays & Special Celebrations ..................................................................... 75

29. Home Fire Safety ..................................................................................................... 76
  Smoke Alarms ............................................................................................................. 76
  Plan Your Escape ....................................................................................................... 76

30. COVID-19 advice ...................................................................................................... 76

31. Completion within the Expected Duration of Study .................................................... 77
  Appendix 1. Qualification Grading Categories (Form TL017) ............................................ 78
  Appendix 2. Fire evacuation plan ................................................................................. 78
  Appendix 3. Service Table .......................................................................................... 82
  Appendix 4. Unique Student Identifier Fact Sheet ......................................................... 83
Welcome from GBCA

Welcome to the Global Business College of Australia (GBCA), as the Managing Director, I would like to thank you for your interest in GBCA.

At GBCA we are committed to providing quality education in education and training. GBCA will equip and prepare students with the knowledge and skills required for a successful career. Our curriculum integrates innovative classroom learning, with practical industry skills and theory.

I wish you every success in your studies at GBCA.

Celina Yu
Managing Director

1. Introduction

Using This Handbook

This handbook is to be issued to all domestic and international students who are looking to enrol with GBCA in order to develop their skills and knowledge.

History

GBCA works within the Standards for Registered Training Organisations (RTO’s) 2015 which has brought about major changes in the vocational pathways we are able to offer to our learners.

We are registered by the Australian Skills Quality Authority to deliver a number of National Recognised Vocational Education programs students in a number of fields: English, Business, IT, Interpreting and Financial Services.

GBCA has partnered with industry employers to create opportunities for its students to participate in work-based training and vocational placement to enhance their employability after completing GBCA courses.

GBCA Responsibilities

GBCA is responsible for providing compliant training and assessment services under all legislative standards, and issuance of AQF certification documentation.
We are committed to meet all ESOS Framework, CRICOS and domestic VET Quality Framework requirements at all times.

**International Students**

International students studying in Australia have additional protection provided under Australia law. Further information is available to students on your rights as an international Student studying in Australia on the links below:


**Campus Locations & Delivery Site**

**La Trobe St Campus**

337-339 La Trobe Street and 338 Queen Street

Melbourne, VIC 3000

**Office hours**

Monday – Friday 9:00am – 5:00pm
In the scope:

GBCA offers courses for international students from Certificate III to Advanced Diploma level in the following study areas:

- English: General English Elementary level to Upper Intermediate level, and English for Academic Purposes.
- Business and Leadership Management
- Accounting and Bookkeeping
- Interpreting and Translating (Mandarin stream)
- Information Technology
- Early Childhood Education and Care
- Individual Support, Aged Care and Community Services

Please obtain Course Fact Sheets of the above courses from Student Administration Officers or from http://gbca.edu.au/courses-programs/ for more information.

Facilities and resources available to students

- Classroom with projectors
- Whiteboards
- Student lounge
- Kitchen
- Bathrooms (including disabled toilet)
- Library
- Computer Lab
- Unlimited Wi-Fi network
- Printing services

Student acceptable use of technology policy

GBCA provides technology resources to its students solely for educational purposes. Through technology, the college provides access for students and staff to resources from around the world. The goal in providing these resources is to promote educational excellence in the college by facilitating resource sharing, innovation, and communication with the support and supervision of parents, teachers, and support staff.

With access to computers and people all over the world comes the potential availability of material that may not be considered to be of educational value in the context of the college setting, or that may be harmful or disruptive. Because information on networks is transitory and diverse, the college cannot completely predict or control what users may or may not locate. GBCA believes that the educational value of limited access to the information, interaction, and research capabilities that technology offers outweighs the possibility that users may obtain or encounter material that is not consistent with the educational goals of the college.

In accordance with the Enhancing Online Safety for Children Act 2015, GBCA installs and operates filtering software to limit users’ Internet access to materials that are obscene, pornographic, harmful to children, or otherwise inappropriate, or disruptive to the educational process, notwithstanding that such software may in certain cases block access to other materials as well.

At the same time, the college cannot guarantee that filtering software will in all instances successfully block access to materials deemed harmful, indecent, offensive, pornographic, or otherwise inappropriate. The use of
filtering software does not negate or otherwise affect the obligations of users to abide by the terms of this policy and to refrain from accessing such inappropriate materials.

No technology is guaranteed to be error-free or totally dependable, nor is it safe when used irresponsibly. Among other matters, the college is not liable or responsible for:

- Any information that may be lost, damaged, or unavailable due to technical, or other, difficulties;
- The accuracy or suitability of any information that is retrieved through technology;
- Breaches of confidentiality;
- Defamatory material;

The college’s electronic network is part of the curriculum and is not a public forum for general use. Student users may access technology for only educational purposes. The actions of student users accessing networks through the college reflect on the college; therefore, student users must conduct themselves accordingly by exercising good judgment and complying with this policy and any accompanying administrative regulations and guidelines. Students are responsible for their behaviour and communications using the college computers and networks.

Student users of technology shall:

- Use or access college technology only for educational purposes
- Comply with copyright laws and software licensing agreements
- Understand that email and network files are not private. Network administrators may review files and communications to maintain system integrity and monitor responsible student use.
- Respect the privacy rights of others.
- Be responsible at all times for the proper use of technology, including proper use of access privileges, complying with all required system security identification codes, and not sharing any codes or passwords.
- Maintain the integrity of technological resources from potentially damaging messages, physical abuse, or viruses.
- Abide by the policies and procedures of networks and systems linked by technology.

Students may not use college technology including property issued under the 1:1 program for improper uses. These uses include, but are not limited to:

- Any and all illegal purposes;
- Any and all obscene or pornographic purposes, including, but not limited to, retrieving or viewing sexually explicit material;
- Any and all discriminatory purposes, including harassment and bullying of individuals based on race, gender, religion, sexual orientation, or disability, among others;
- Any and all purposes that would violate state, federal or international law, including
  - The college privacy policy, which governs students’ rights to privacy and the confidential maintenance of certain information including, but not limited to, a student's grades and test scores;
  - Copyright Act
  - Enhancing Online Safety for Children Act 2015
- Any use of profanity, obscenity, or language that is offensive or threatening;
- Reposting or forwarding personal communications without the author's prior consent;
- Reposting or forwarding of junk mail, chain letters, or inappropriate or offensive jokes;
- Destruction, alteration, disfigurement or unauthorized access of hardware, software, or firmware;
• Obtaining financial gain or Transacting any business or commercial activities;
• Plagiarizing (claiming another person's writings as your own);
• Political advocacy;
• Disrupting the use of others to any process, program or tool, including downloading or otherwise spreading computer viruses;
• Engaging in hacking of any kind, including, but not limited to, the illegal or unauthorized access;
• Allowing others to use Property issued under the program without authorization, including students whose access privileges have been suspended or revoked;
• Soliciting or distributing information with the intent to incite violence, cause personal harm, damage a person’s character, or to harass another individual.

The college’s electronic network is part of the curriculum and is not a public forum for general use. Users should not expect that email or files stored on GBCA servers will be private. The college reserves the right to log technology use, to monitor fileserver space utilization by users, and to examine users’ files and materials as needed, and at its discretion. Users must recognize that there is no assurance of confidentiality with respect to access to transmissions and files by persons outside, or from persons inside the college.

Violations of this policy, or any administrative regulations and guidelines governing the use of technology, may result in disciplinary action which could include loss of network access, loss of technology use, suspension or expulsion, or other appropriate disciplinary action. Violations of state or federal acts may subject students to prosecution by appropriate law enforcement authorities.

Legislative Compliance

We must comply with the following legislation within the operations of our college:
• Anti-Discrimination Act 1977 (Commonwealth)
• Copyright Act 1968 - Sect 1 Short title
• Copyright Act, 1879. 42 Vic No 20 (modified 2006)
• Education Services for Overseas Students Framework
• Environmental Planning & Assessment Regulations 2000 (VIC Fire provisions)
• Equal Opportunity Acts 2010
• Information Privacy Act 2000
• National Vocational Education and Training Regulator Act 2011
• National Work Health and Safety Act and Regulations (Commonwealth)
• Privacy Act and National Privacy Principles (2001)
• Racial Discrimination Act 1975
• Sex Discrimination Act 1984
• Specific legislation noted in course materials.
• Workers Compensation Regulation 2016
• Workplace Health and Safety Act 2011

Students will be informed of any changes to legislation and regulatory requirements relevant to the operations of the RTO.
For access to Australian Legal Information Institute databases of Commonwealth, State legislation see www.austlii.edu.au
For access to Work Health and Safety legal obligations see www.worksafe.vic.gov.au
For legislative and regulatory requirements relating to VET see the following web sites:
  • VIC Department of Education and Training www.education.vic.gov.au
  • Australian Skills Quality Authority www.asqa.gov.au
For access to CRICOS standards and the ESOS Framework and Legislation (applicable to international students), visit the informative hyperlinks below:
  • www.internationaleducation.gov.au
2. Some of the Essential Personnel Working with You

**Trainers and assessors**
The Trainers and Assessors at GBCA supervise all training and assessments. In addition, trainers are responsible for day to day course administration. All trainers and assessors have related vocational qualifications and industry currency, necessary to allow them to conduct and assess competency and underpinning knowledge.

Trainers and assessors must, by law, maintain accurate records of attendance and participation.

**Training Manager**
The Training Manager is responsible for ensuring quality training and delivery.

**Student Admission Team**
The Student Administration Team is responsible for liaising with students for general and course enquires.

Student Administration Team
61 3 9041 3050
admissions@gbca.edu.au

**Student Support Officer**
The Student Support Officer will act as the student contact point and is responsible for identifying and supporting students’ learning need and other living information, and handling complaints and appeals.

Student Support Officer
61 3 9041 3050
0404 707 681 (text after hours, this phone is monitored 24/7)
studentsupport@gbca.edu.au

3. Information

**Attendance**
All students are expected to attend all classes as timetabled and achieve at least 80% attendance each study period.

International students as part of the visa conditions must:
- remain enrolled in a registered course (unless you are a Foreign Affairs or Defence sponsored student of secondary exchange student in which case you must maintain full-time enrolment in your course of study or training). A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- maintain satisfactory course progress for each study period as required by GBCA

For a list of full visa conditions visit: https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions
Sick Leave

Students who feel they are unable to undertake any aspect of the qualification as a result of their feeling ill are required to call and notify GBCA and submit a sick certificate from a registered medical provider to GBCA. Whilst missed assessments and deadlines will be entered onto the class attendance record, these must be made up for before a certificate or qualification will be issued.

Staff Responsibilities for Access/ Equity & Equal Opportunity Issues

GBCA has a Student Support Officer and it is to that person that you should direct all problems and information requests: they will refer issue to the best person.

The Student Support Officer acts as the access and equity officer for GBCA so if you are experiencing any harassment or discrimination, refer the matter to the Student Support Officer in writing.

GBCA:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Delivers training services in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of learners with special needs.
- Provides facilities updated to provide reasonable access to learners of all levels of mobility, and physical and intellectual capacity.
- Conducts learner selection for training opportunities in a manner that includes and reflects the diverse learner population.
- Actively encourages the participation of learners from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists learners in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Requires staff and students to comply with access and equity requirements at all times.

GBCA provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

Student Selection

We encourage applications from males and females of all cultures and groups provided that they meet the specified guidelines for selection.
Entry Requirements

Please obtain Course Fact Sheets of the above courses from Student Administration Officer or website www.gbca.edu.au for more information.

Enrolment

The best way to enrol in any of the courses is to email or call us. You will have access to hard/electronic copies of a pre-enrolment pack containing:

- This Student Handbook;
- Course marketing material and information and outcomes.
- Information on Recognition of Prior Learning;
- A Fee Schedule showing current tuition fees and other costs associated with our course;
- Refund information;
- Complaints and appeals information

When you've been accepted into the course you must pay a course deposit to secure your position. No certificate or qualification will be issued until you have satisfied all course requirements and all course tuition fees have been settled with the Finance Officer.

You will be notified in writing on the outcome of your application.

USI - Unique Student Identifier

All students are required to have an USI. If you already have an USI, we will request your permission to verify the USI. Information collected during the enrolment process will be used by GBCA for the registration of USI for students. Any identification required to obtain an USI on your behalf will not be retained by GBCA.

More information can be found at www.usi.gov.au. A copy of the USI factsheet will accompany the handbook.

4. Fee Schedule

Please approach Student Administration Officer for the Fees and Charges Schedules.

5. Refund Policy

(Extracted from Policy and Procedure 20 - “Refund Policy and Procedure”). Full policy can be accessed by visiting the Student Policies from: https://gbca.edu.au/gbca-student-support-services/

1.0 The Refund policy will be fair and reasonable to students and where withdrawals are concerned, it will be based on how much notice is given in advance by the student to GBCA prior to the course/study period commencement date. Refunds for international students will follow the guidelines from the Tuition Protection Service (TPS).

1.1 Students will receive full refund (less the application fee) if they change their mind within the cooling-off period.
1.2 Each student acknowledges and agrees to the terms and conditions of the Refund Policy and Procedures upon signing the Student Acceptance Agreement.

1.3 The terms and conditions set out in this Refund Policy and Procedures apply equally to commencing and continuing students, unless otherwise specified.

1.4 GBCA reserves the right to amend the non-refundable application fee and the aforementioned terms and conditions at any time to ensure compliance with applicable State and Federal laws.

1.5 The tuition fees paid must be cleared at the time a student makes an application for a refund and or all debts owed to GBCA must be settled prior to the application being processed.

1.6 GBCA may, at its absolute discretion, refund to the student all or part(s) of the tuition fees paid where it determines that there are extenuating or compassionate circumstances. Students must provide supporting documentary evidence to substantiate the claims.

1.7 This policy, the Student Acceptance Agreement and the availability of complaints and appeals processes, do not remove students’ right to take action under Australia’s consumer protection laws.

1.8 The process starts when a student withdraws or cancels his/her enrolled course(s) by submitting the cancellation form. (SA029)

1.9 If the student believes he/she is due or according the policy is entitled for a refund, the student is advised to make a Fee Refund Application Form (SA006a/b), which is available from the student reception area or the college’s website.

1.10 The completed form must then be submitted in person to the Student Recruitment Manager or by email to: enquiry@gbca.edu.au attention: “Student Recruitment Manager - Refund”

1.11 The submitted form is reviewed by the Student Recruitment Manager to ensure completeness. The Student Recruitment Manager then signs and enters the date of receipt.

1.12 The form is passed to the Finance Department. The Finance Manager reviews the student’s current payment status and amounts owing.

1.13 The student file is checked against Wisenet to confirm the agreed course commencement date. Refund is then calculated based on the refund tables (see below).

1.14 For an international student, in the event that an eCoE was not issued, the refund will be calculated based on the commencement date indicated in the first Letter of Offer (LOF) issued to the student.

1.15 Before the refund can be issued, it must be approved by the Managing Director (except for cases related to provider default).

1.16 The refund application will be processed within 20 working days of receipt of application. If application is successful, the refund will be paid to the student or another person nominated in writing by the student. If a credit card was used to make payment(s), GBCA will refund the amount on to that credit card.

1.17 Refunds will be paid in Australian dollars (AUD$) and a written statement detailing how any refund amount has been calculated will be provided. All bank fees/charges in issuing the refund will be deducted from the refund amount.

1.18 Students are not permitted to transfer course fees to another student.

1.19 All chargeable fees to students and the terms and conditions of refunds are documented in the following places:
   - GBCA’s website
1.21 Refund calculation for Provider Default and Student Visa Refusal After Course Commencement

The refund amount = weekly tuition fee x the number of weeks in the default period

The weekly tuition fee = total tuition fee for the course / number of calendar days in the course x 7.
This amount is rounded up to the nearest whole dollar.

The number of weeks in the default period = number of calendar days from the default day to the end of the period to which the payment relates / 7

1.22 Refunds for international students will be made according to the following refund table. A refund processing fee of $500 will be deducted before calculating any refund amount.

<table>
<thead>
<tr>
<th>Reason for refund</th>
<th>Refund amount</th>
<th>Other conditions applied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student was refused an Australian Student Visa and has not started the course</td>
<td>Total course fee minus the lesser of:</td>
<td>3 and 4</td>
</tr>
<tr>
<td>and has not started the course (refusal letter required)</td>
<td>• 5% of the amount of course fees received by GBCA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• $500</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student refused an Australian Student Visa and the course has started</td>
<td>100% refund of unused tuition fee according to the</td>
<td>2, 4 and 5</td>
</tr>
<tr>
<td>and the course has started (refusal letter required to determine default date)</td>
<td>calculation in clause 5.20</td>
<td></td>
</tr>
<tr>
<td>(Applied to students whose student visa was refused and they had commenced their</td>
<td></td>
<td></td>
</tr>
<tr>
<td>courses)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GBCA fails to start course or the course ceases to be provided after it starts</td>
<td>100% refund of unused tuition fee according to the</td>
<td>2 and 5</td>
</tr>
<tr>
<td>(provider default)</td>
<td>calculation in clause 5.20</td>
<td></td>
</tr>
<tr>
<td>Withdrawals notified in writing and received by GBCA at least 6 weeks before,</td>
<td>No refund of fees paid</td>
<td></td>
</tr>
<tr>
<td>on or after the course commencement date or student did not commence study at</td>
<td></td>
<td></td>
</tr>
<tr>
<td>campus location identified (student default)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Student visa cancelled due to actions of student</td>
<td>No refund of fees paid</td>
<td></td>
</tr>
<tr>
<td>Other circumstances including but not limited to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Changes occur in student work hours, student changes/leaves work</td>
<td>No refund of fees paid</td>
<td></td>
</tr>
<tr>
<td>• It becomes inconvenient for a student to travel to class</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• A student moves to a different location</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
• A student enrolment is cancelled for misbehavior / breach of the GBCA’s Student Code of behavior.

Student’s enrolment is suspended or cancelled by GBCA due to the student being in breach of the student acceptance agreement (student default)  

No refund of fees paid

Other conditions

1. indicates amount minus $500 refund processing fee;
2. indicates unspent tuition fee of weeks in default period (period from after default day and the end of the period to which the unspent tuition fee relates).
3. Student defaults if the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or the student withdraws from the course at the location (either before or after the agreed starting day); or GBCA refuses to provide, or continue providing, the course to the student at the location because of one or more of the following: student fails to pay an amount payable to GBCA for the course; the student breached a condition of his/her student visa; misbehaviour by the student.
4. Refunds for OSHC purchased from other agencies will need to be applied for directly with the supplier.
5. Materials fee are not refundable after a course commencement date.

Students may transfer on one occasion to another GBCA course commencing within 15 working days of their original course without penalty. Refunds following cancellation of a transferred course will attract a further penalty of 20% of the total course fees in addition to the refund guidelines outlined above. In some exceptional circumstance, students may apply to GBCA to transfer to the next intake of the same GBCA course. GBCA may approve the case at its discretion without applying penalty. Refund following cancellation of the same course will attract a further penalty of 20% in addition to the refund guidelines outlined above. For the refund calculation purpose, the course commencement date will be the original course commencement date.

Fee refunds will be made 14 calendar days after demand when GBCA defaults and within 28 calendar days after demand when the student defaults.

1.23 Refunds for domestic fee for service students will be made according to the following refund table

| GBCA fails to start or cancels its course (provider default) | 100% refund of course fee* |
| Withdrawals notified in writing and received by GBCA before, on or after the course commencement date or student did not commence study at campus location identified (student default) | No refund |

* A refund processing fee of $500 will be deducted
1 unspent tuition fees are calculated from the last date of attendance until the end date of the period to which the payment relates.

2.0 Students study more than one (1) course at GBCA
Students applying to start another course with GBCA are not allowed to commence until:

- The minimum payment related to tuition fee and material fee required as per the offer letter has been paid; and
- Any outstanding debts have been paid; and
- Has attended orientation at GBCA

3.0 Tuition Protection Service

If GBCA is unable to provide a refund or place a student in a suitable alternate course our Tuition Protection Service (TPS) will offer students a suitable alternate place with another provider or refund the student the unused portion of the prepaid tuition fees.

The TPS Director may recover from the college as a debt, the amount equal to the amount paid for a student under the TPS. Refer: Tuition Protection Service [https://tps.gov.au/](https://tps.gov.au/); [https://tps.gov.au/StaticContent/Get/Faqs](https://tps.gov.au/StaticContent/Get/Faqs)

4.0 Unclaimed Funds

GBCA will pursue to contact students who have not requested a refund within 4 weeks of leaving the College in the case of provider default, and keep such evidence on the student file.

5.0 Regulations governing International students

5.1 GBCA does not require the student to pay more than 50 per cent of tuition fees before a course starts, unless it is for a short course of 25 weeks or less.

5.2 GBCA can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more as indicated in the application form.

5.3 GBCA can request any remaining fees as per the payment plan set out in the written agreement with the student.

5.4 GBCA is obliged to inform the Department of Home Affairs (DOHA) in the events where an international student:

- completes his/her course(s) early; or
- transfers to another provider; or
- is excluded on academic grounds and consequently fails to meet his/her visa conditions; or
- defers or suspends his/her study or otherwise changes the expected duration of his/her study.

5.5 Should an international student, who commences the course whilst awaiting an approval for a student visa, decides to withdraw prior to receiving the visa approval, the student will not be entitled to a refund (refer to refund table in 5.21).

5.6 In the unusual circumstance where an international student has not entered into a student acceptance agreement but already paid the tuition fees, the refund specifications as detailed in the refund table still apply.

5.7 An international student may not submit an application for refund at the same time of applying for a letter of release. A refund application will be accepted once the student has been granted a letter of release; in which case, the refund calculation will be based on the date the student was granted the letter of release.

6.0 Complaints and Appeals
If a student is dissatisfied with the outcome of the refund application, he/she may access the process outlined in the Complaints and Appeals Policy and Procedure 7.

**Tuition Protection Services (These services apply to international students only)**

**Provider Default**

**What is a Provider Default?**

Provider default occurs Under section 46A of the ESOS Act a registered provider defaults, in relation to an overseas student or intending overseas student and a course at a location, if:

- the provider fails to start providing the course to the student at the location on the agreed starting day; or
- after the course starts but before it is completed, it ceases to be provided to the student at the location; and the student has not withdrawn from the course before the default day.

**Notify the Secretary and the TPS Director – 3 days from the Provider default**

Under section 46B of the ESOS Act, GBCA must notify the Secretary (via Prisms) and the TPS Director of the default within 3 business days of the default occurring. The notice must be in writing and meet the requirements of section 46B of the ESOS Act.

**Notify the Students – 3 days from the Provider default**

Under section 46B GBCA must also notify each student to which the default applies within 3 business days of the default occurring. The notice must be in writing and meet the requirements of section 46B of the ESOS Act.

**Meet Provider Obligations – 14 days from notification (Obligation Period)**

Under section 46D of the ESOS Act, GBCA has 14 days after the day of the default (the provider obligation period) to satisfy GBCA tuition protection obligations to the student as set out in section 46D of the ESOS Act. GBCA discharges its obligations to a student if the student accepts, in writing, an offer of a place in another course arranged by GBCA Pty Ltd; or GBCA provides a refund to the student of any unspent pre-paid fees in accordance with subsection (7). Failing to discharge RTO obligations to the student under section 46D is an offence under section 46E of the ESOS Act and serious penalties apply.

**Notification of the outcome – 7 days from the end of the obligation period**

Under section 46F of the ESOS Act, GBCA has 7 days after the end of the obligation period to give a notice to the Secretary and the TPS Director of the outcome of the discharge of the RTO obligations. This notice must comply with the requirements of section 46F.

If GBCA has not met its Provider Obligations, affected students may be assisted by the TPS Director.

Please refer to Policy and Procedure 20 “Refund Policy and Procedure” for detailed information.
6. Recognition and Prior Learning

National Recognition

GBCA recognises the qualifications that are presented by any student, provided that they are original (or certified) copies from any Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

To apply for National Recognition, email certified original qualifications or statement of attainment and show the originals to the reception or administration for the application of RPL.

Recognition of Prior Learning

Recognition of prior learning is offered to all students at the time of application. An RPL Kit is available for each qualification that is on the scope of registration for the RTO on the national training register.

Assessment instructions and the process outlined is listed in the front of the RPL Kit. The costs associated with Recognition of prior learning are summarised on the student acceptance agreement.

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

a) formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree);

b) non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and

c) informal learning refers to learning that results through experience of work-related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative).

Prior to the RPL application being completed and accepted, the College will provide the RPL applicant with access to the relevant units via training.gov.au by either assisting them to access the information on this web site or printing unit of competency details for each unit being considered for RPL.

Prior to the RPL application being completed and accepted, the College will meet with the RPL applicant to:

• Explain the RPL process to the applicant;
• Review the units the applicant is considering applying for;
• Review the evidence the applicant has to support the RPL application; and
• Provide advice to the applicant on how to collect and present evidence to support their application.
• Familiarise the applicant with the RPL Assessment Toolkit

The student Recognition of Prior Learning form should be completed and forwarded to the Training Manager along with the RPL application fee.
Credit Transfer

When you have completed a unit of study at any other Registered Training Organisation, that is identical to one in which you are currently enrolled you may be eligible for Credit Transfer. This means that you won’t need to complete that unit of study again.

Applicants for Credit Transfer must complete the student Credit Transfer application form, attach a copy of a certified Award or Statement of Attainment and submit the application to the Training Manager.

The Training Manager will check the Award or Statement of Attainment and grant Credit Transfer for identical units that have been identified as being completed at any other Registered Training Organisation.

Certified copies of Qualifications and Statements of Attainment used as the basis for granting Credit Transfer must be placed in the student files.

The completed Credit Transfer record must be signed by the student and the Training Manager. Granting of Credit Transfer must be recorded as a unit outcome in the students file.

If applicable student individual training plans will be adjusted to reflect any Credit transfer granted.

Students may use the College appeal procedures if dissatisfied with the outcome of their credit transfer application.

For international students, if GBCA grants the course credit which leads to a shortening of the student’s course then GBCA must:

- if the course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by course credit) in the confirmation of enrolment issued for that student for that course; or
- if the course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act.

7. Student Transfer (Only apply to international students)

Applying to be released from GBCA

Students must apply for a letter of release on the Release Application Form.

Applications for a letter of release will be considered by the Compliance Manager and responded to within 15 working days of being received by GBCA Pty Ltd.

A letter of release will be granted in accordance with this procedure and only if the student can provide written confirmation that a valid enrolment offer has been made by another registered provider.

A letter of release will normally be granted (at no cost to the student), within 15 working days of the application, in the following situations:

- GBCA is unable to continue to provide the course; or
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at GBCA and can demonstrate clearly how this will be alleviated through a transfer; or
- The current course of study is clearly not consistent with documented course requested for on their application.
- In exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required) and the exceptional compassionate circumstances has led to a permanent change in the student’s circumstances that makes continued enrolment inappropriate.
A letter of release will normally not be granted in the following situations:

- The requirements of the written agreement have not been met by the student; or
- The student does not satisfy any of the situations which normally lead to a letter of release being granted; or
- The proposed transfer will jeopardise the student’s progression through a package of courses; or
- The student has unsatisfactory academic progress and has been or is about to be reported to DOHA; or
- The student has unsatisfactory behaviour and has been or is about to have their enrolment suspended or cancelled and be reported to DOHA; or
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.
- The student has recently started studying the GBCA course and the full range of support services are yet to be provided (or offered) to the student
- circumstances when a transfer will be refused and when the transfer may be considered detrimental to the student; and

If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using GBCA complaints and appeals procedure.

A copy of the student’s letter of release application; notes recording the assessment of the application and a copy of the response letter sent to the student by GBCA must be placed in the student’s file.

Refer to Policy and Procedure 18 “Student Transfer Policy and Procedure” for detailed information.

Enrolling a transferring student

GBCA will not knowingly enrol a student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course of study except where:

- the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered; or
- the original registered provider has provided a written letter of release, or an approximate letter of release; or
- the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course, or
- any government sponsor of the student considers the change to be in the student’s best interest and has provided written support for that change.

In the event that GBCA knowingly enrolls a student wishing to transfer from another registered provider’s course prior to the student completing six months of his or her principal course of study documentary evidence of at least one of the four conditions listed above must be obtained and placed in the transferring student’s file.

GBCA will not seek to enrol a student who has not yet completed six months of their principal course of study with another registered provider unless the requirements of the National Code are met and then only in accordance with this procedure.
8. Deferral of commencement, suspension of studies, cancellation of enrolment

(Extracted from the Policy and procedure 19: Deferral of commencement, suspension of studies, cancellation of enrolment. Full policy and procedure can be accessed from the Student Policies on: http://gbca.edu.au/students/)

A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. GBCA may also initiate suspension of a student’s enrolment due to misbehaviour of the student.

It is important to note the meanings of the terms for this context – suspension of enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student.

The decision to defer commencement of studies, suspend studies or cancel enrolment will be made by the Student Administration & Services Manager. In making this decision the Student Administration & Services Manager may consult with other staff in GBCA Pty Ltd. The Student Administration & Services Manager will be responsible for initiating any action required under this procedure including notification on PRISMS.

All documents relating to a decision to defer, suspend or cancel a student enrolment must be placed on the students file including copies of warning letters and documentation explaining how the application was assessed and the decision made by GBCA and the evidence provided to support the decision.

Students wishing to defer the commencement of studies, suspend their studies, cancel their enrolment, taking leave for more than 21 consecutive days or planning to leave Australia (for a special/urgent reason) during a study period must apply to do so in writing to GBCA Pty Ltd. This can be done using the student deferral suspension or cancellation application form (SA043) available from GBCA reception area or GBCA’s website. Completed form must be submitted with supporting documents in person to Reception or by email to studentsupport@gbca.edu.au.

Application must be submitted 10 working days prior to the deferment/suspension date requested to enable sufficient time for the assessment process. Please note: Applications will not be accepted any earlier than 10 working days prior to any deferral or suspension of a course. If the application is submitted with less than 5 working days, the processing and response may not be available before deferment/suspension date. Therefore, if the student chooses to depart, he/she is at risk of not obtaining approval from GBCA.

If the student is granted a deferral, suspension or cancellation then they will be informed in writing and the request will be processed.

If the request is denied the student will be informed in writing and provided details of GBCA’s Complaints and Appeals procedure.

This response will be issued within 5 working days after being received by GBCA. Reports to PRISMS and renewal of CoE (if applicable) will be issued within 5 working days after the suspension or deferment date.

It is the student’s responsibility to collect revised CoE from GBCA for any deferral/suspension made. GBCA will advise DOHA of the revised end date of the course via PRISMS and the student can use the CoE to inform DOHA of the revised end date of the course where their Visa requires extension.

GBCA will review the application and if appropriate the current student history, and financial status before making a decision. Requests for suspension will be denied for students who are subject to an intervention strategy, in the process of being cancelled for course progress, in arrears with the payments due (either as a result of payment being due under the student agreement or as a result of payment being due under an agreed payment schedule) or in breach of the Student Code of Conduct.
In breach of the Code of Conduct / Student written Agreement

If a student misbehaves or breaches the student code of conduct (including non-payment of fees) and this is considered to be a serious breach or there are extenuating circumstances, then GBCA may, at its discretion, immediately suspend the student (see below). In this case the reasons for the suspension must be clearly stated and a written notice of suspension together with the reasons must be sent to the student within one working day of the decision together with a full description of the events that must occur before the suspension can be lifted and details of GBCA’s complaints and appeals process.

Retrospective suspension or deferment

Students are expected to apply for deferral or suspension at least 10 working days prior to the leave.

If students have taken unauthorised leave, then they will be recorded as absent. It is a breach of the Student code of conduct for students to be absent, other than for medical reasons, without approval.

Retrospective deferment or suspension may only be considered in the most exceptional cases. This may be due to medical emergencies and evidence may be required to support the application. The decision for granting approval is solely at the discretion of GBCA.

Non-commencement of study

GBCA may decide to cancel student’s COE when a new student fails to commence their study within ten (10) work days of the orientation date as specified in the letter of offer. Students will not be entitled to regain any loss of study as result of non-commencement (student default).

GBCA will inform the student of its intention to cancel the student’s enrolment and inform the student that he or she has 20 working days to access GBCA Complaints and Appeals Policies and Procedures.

Suspension or Cancellation - initiated by GBCA

GBCA may decide to suspend or cancel a student’s enrolment on its own initiative as a response to misbehaviour by the student. Student misbehaviour will be deemed to have occurred if the student breaches the requirements of the Student Code of Behaviour as defined in the Student Behaviour procedure.

GBCA will inform the student of its intention to suspend or cancel the student’s enrolment and inform the student that he or she has 20 working days to access GBCA Complaints and Appeals Policies and Procedures.

If the student accesses the complaints and appeals process, the suspension or cancellation of the student’s enrolment will not take effect until the internal process is completed.

Cancellation

If a student is applying to leave GBCA and get a letter of release as defined in Refund Policy and Procedure 20, then that processes must be completed before the request for cancellation can be considered.

If a student requests cancellation of their enrolment, the refund arrangements in the Written Agreement between GBCA and the student will be triggered.

If a student requests cancellation of their enrolment the refund arrangements in the Written Agreement between GBCA and the student will be triggered. Students who cancel their enrolment and think they are due for a refund must also apply for a refund according to the provisions in the Written Agreement.

When a student’s enrolment is cancelled, then the current student acceptant agreement is terminated. Any application to re-join GBCA is deemed to be a new application and prices and policies ruling at the time of
application will apply. The applicant will have to apply as if it was their first time and the Application and Enrolment Policy current at the time of application will apply.

**Other reasons for non-approval (applies to student studying)**

If student does not have satisfactory course progress or an intervention strategy is in place or if student is subject to other process currently underway such as non-payment of tuition fees or breaching Student Code of Conduct, then their application for suspension will be denied.

**Accept application for deferral, suspension**

GBCA may decide to accept an application from a student for deferral of commencement or suspension of study on the compelling or compassionate grounds. Judgement has to be exercised in determining what compassionate or compelling grounds are and documentation of the details and evidence must be retained in the student’s file. As a guide some examples of compelling or compassionate grounds are:

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

GBCA at its discretion may still consider applications where there are exceptional circumstances

Students must be informed in writing that deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to DET and DOHA via PRISMS and may affect the status of their student visa. This will be done using the deferral, suspension or cancellation warning letter.

Where GBCA approves an application to defer commencement, suspend studies or cancel an enrolment or makes a decision to defer commencement, suspend studies or cancel an enrolment the Student Administration & Services Manager is responsible for notification of this on PRISMS and issuing the appropriate warning letter to students. GBCA does not have to wait for the outcome of an external appeal before notifying DET of the change to the student enrolment status.

**Complaints and Appeals**

If the applicant chooses to enact the complaints and appeals process (20 working days from the date of issue) then the decision will be held over until such time as the appeal is heard. Students who are already enrolled will thus continue to be enrolled and their course progress will continue to be monitored.

If the appeal is not upheld or the student withdraws from the appeal process, then GBCA must report the student to DEEWR and DOHA via PRISMS. The suspension or cancelling of the student’s enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating the student’s welfare.
9. Course Progress (applicable to international students only)

1.0 Definitions

1.1 For general VET courses, a study period means 10 weeks of study. This does not include holidays or term breaks.

1.2 "Unsatisfactory progress" is defined by GBCA as not successfully completing or demonstrating competence in at least 50% of the units in a study period.

1.3 "Progress" is referring to academic course progress.

1.4 "Fail" is generally referring to students attempted assessment but received Not Yet Competent outcome, students did not come to class or students did not submit/complete assessments.

2.0 Basic Process

2.1 Students who are identified as "unsatisfactory progress" in any given study period will receive a Warning letter and required to attend counselling and undertake intervention strategies. Follow up review from the first intervention meeting will be five (5) weeks of the following study period.

2.2 Students who did not achieve satisfactory progress or intervention requirements as per the intervention arrangements will receive a " Letter of warning - Second and final warning of not achieving satisfactory course progress ".

2.3 Students who are identified as "unsatisfactory progress" for two (2) consecutive study periods will receive an 'Notice of Intention to Report'(form SA026A).

2.4 Students are given 20 working days from the date of the Notice of Intention to Report to access GBCA's Complaints and Appeals Policy and Procedure 07.

2.5 Student enrolment will be maintained during an appeals process. Refer to Complaints and Appeals Policy and Procedure.

3.0 Procedure and intervention strategy

3.1 The trainer MUST monitor, record and assess student course progress on completion of each unit of the course or at the minimum, and at the end of each study period. Details are to be kept on the student academic file.

3.2 At any time, when a trainer becomes aware of issues or has concerns regarding the student's progress/attendance they should first speak to the student and then advise the Training Manager of these concerns. GBCA will monitor students' attendance as part of the student code of behaviour policy (Policy 21).

3.3 At the end point of each study period, students identified as "unsatisfactory progress" will receive a "Letter of Warning - First warning of not achieving satisfactory course progress"

3.4 Students are required to attend the intervention meeting as specified in the Letter of Warning - First warning of not achieving satisfactory course progress. Failure to attend the meeting without prior notice and making alternative arrangement will trigger the next step of the intervention strategy.

3.5 Students identified as "unsatisfactory progress" in the next review will receive "Letter of Warning - Second and Final warning of not achieving satisfactory course progress". Students are required to attend the intervention meeting. Failure to attend the meeting as specified in the Letter of Warning -
Second and Final warning of not achieving satisfactory course progress without prior notice and making alternative arrangement will trigger the next step of the intervention strategy.

3.6 "Form SA041 - Minutes of meeting: intervention arrangement" will address, at minimum, the following:

- Support arrangements from GBCA
- Commitment made by the student to catch up with their course progress.
- Target academic achievements
- Attendance requirements
- Next review date

All documents will be placed in student's file.

3.7 The "Letter of Warning - Second and Final warning of not achieving satisfactory course progress" will also advise students that unsatisfactory course progress, may lead to them being reported to DOHA and the possible cancellation of their visa.

3.8 Course progress in a non-compulsory study period is to be disregarded when considering whether or not a student has made satisfactory course progress over two consecutive study periods.

3.9 If a student is identified for a second, but not consecutive study period as not making satisfactory course progress, GBCA does not report the student for unsatisfactory course progress.

3.10 Students identified as not meeting course progress during two (2) consecutive study periods will then be provided with a written notice of 'Intention to Report'(form SA026A) to DOHA, informing them that they are able to access the Complaints and Appeals process, and that they have 20 working days in which to do so.

3.11 The Notice of Intention to Report issued must describe intervention so far, warning letters already sent and what has taken place and the intention to report the student. It also must detail the student’s right to appeal the decision and provide advice on what the student must do regarding their visa.

3.12 A student may appeal on the following grounds:

- GBCA’s failure to record or calculate the student’s marks accurately,
- compassionate or compelling circumstances, or
- GBCA documented policies and procedures that have been made available to the student.

3.13 If a student chooses to access the provider’s complaints and appeals process, GBCA must maintain the student’s enrolment while the complaints and appeals process is ongoing as per our Complaints and Appeals Policy and Procedure.

3.14 If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully achieved competency in more than 50% of the course units in a given study period) GBCA does not report the student, and there is no requirement for intervention.

3.15 If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through GBCA’s intervention strategy, and GBCA does not report the student. NOTE: GBCA will only await the outcome of the internal and one external appeals process before reporting a student for unsatisfactory course progress (if found in favour of GBCA).

3.16 If the student chooses not to access the complaints or appeals processes within the 20 working day period or withdraws from the process

OR
On completion of the appeals process unsatisfactory course progress is confirmed, they will be reported to DET and DOHA via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

3.17 When a student is reported for unsatisfactory course progress, DOHA will consider all the information available and if they decide to consider cancellation, DOHA will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student’s visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

3.18 NOTE: To report a student for not making satisfactory progress, GBCA administration staff must go into the Student Course Variation screen, from the drop down list under ‘Reason for Course Variation’, and choose Unsatisfactory Course Progress.

4.0 Non-bona fide students

4.1 Erratic course progress as a potential indication of non-bona fide students.

If GBCA suspects a student is not a genuine/bona fide student, GBCA may cancel the student’s enrolment, as allowed under Standard 13 and as stated in our Standard 13 policy. Refer to Standard 13 Deferment, Suspension or Cancellation of enrolment policy and procedure.

4.2 A non-genuine/non bona fide student is defined by GBCA as a student with erratic (irregular/inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes. GBCA will ensure that prior to enrolment; students are made aware of the grounds on which cancellation of enrolment may occur as provided to them via the International Student Handbook.

4.3 All breaches to student’s visa conditions must be reported via PRISMS even if the student has ceased study.

Refer to Policy and Procedure 15 “Course Progress & Intervention Strategy Policy and Procedure” for full information.

10. Change to Conditions

GBCA reserves the right to change fees, conditions, course times or course commencement dates. Students will be notified of these changes via email. Any legislative or regulatory requirement changes will also be notified via email.

11. Your Rights and Obligations

Use of Your Personal Information

Your personal details and student records may be made available to:

- any Commonwealth Government agency and/or
- any State Government agencies and/or
- when requested by a court/tribunal.
Welfare & Guidance Services

We endeavour to provide welfare and guidance to all students/learner. In the first instance, you should speak with Student Support Officer who may put you in contact with appropriate persons or organisation to resolve any matter that you may be worried about. This includes:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and
- Any other issue.

What You Can and Cannot Do

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. You must be of good behaviour and respect the rights of others.

Working with others within GBCA is not a requirement by Law, but rather is seen by GBCA as necessary to maintaining a free and amiable study environment for all students, and as such will be strictly enforced by the college. Being involved in the GBCA community may require maturity and, at times, understanding. If you have any concerns about how you should act, speak with Student Support Officer

12. Your Code of Behavior

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

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the College property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation to have GBCA’s property protected from damage or other misuse (include obeying of any signs that specify use of GBCA’s property: student kitchen, computer lab…)
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will be punctual for classes.
The expectation that students will treat other students, GBCA’s staff with respect and without discrimination.

The expectation that students will at all times meet the requirements, terms and conditions contained in the Student application and enrolment form including payment of fees.

The expectation that students will maintain consistent attendance by attending all classes and assessments. The minimum required level of attendance is 80% of scheduled session. For international students studying courses longer than 20 weeks, attendance will be reviewed every 10 weeks of the total duration of the course from the commencement date. This requirement is the student behaviour requirement and not the requirement under Standard 11 of the ESOS National Code.

The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified in the Student application and enrolment form.

The expectation that all fees will be paid by the due date.

The expectation that students comply with the terms of their agreed intervention strategy.

In the Event of Non-compliance with Our Rules, the following applies

For non-compliance with the Student Code of Behaviour the following procedure for discipline will be followed except in situations where the Managing Director determines that the behaviour is sufficient to warrant expulsion. Where a student has been expelled they will be unable to attend class however they will have a right of appeal under the Appeals Procedure.

- A member of the College staff will contact students in the first instance and arrange a counselling meeting 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)
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student’s personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, 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)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student cancellation warning letter.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution. For detailed information, refer to Policy and Procedure 21 “Student Code of Behaviour Policy and Procedure”.

Privacy & Confidentiality Records Access

GBCA is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provided you organise it in writing with the Student Administration Officer with a minimum of 2 days’ notice.
We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

GBCA will exercise strict control over confidential information. If a third party requires learner information we will require your prior written consent prior to the release of any information.

On your application form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

Discrimination and Harassment

It doesn’t matter how old you are or whether you were born in Australia or overseas - the Equal Opportunity legislation and federal anti-discrimination laws protect your rights. It is against the law for someone to treat you unfairly (discriminate) or harass you (hassle or pick on you) because of your actual or assumed:

- Age
- Carer status
- Disability/impairment
- Gender
- Lawful sexual activity
- Marital status
- Physical features
- Political belief of activity
- Pregnancy
- Race
- Religious belief of activity
- Sexual orientation
- Sexual orientation

It is also against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorise or assist another person to discriminate or harass someone.

Discrimination in education occurs if a personal characteristic is used when:

- Deciding who will be admitted as a student including refusing to accept a student’s application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law classifies this as sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go speak to your Trainer immediately and tell them about it. If you don’t want to speak with your Trainer, then you should go and see the Student Administration Officer to get some assistance.
13. Support & Assessment

Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. All applicants for GBCA VET courses are required to complete an equivalence to Australian year 11 or above.

GBCA may ask its VET students who do not have the academic level of year 11 or equivalent at the time of orientation to undergo an LLN test.

If you need LLN support, GBCA will organise support systems and will make reasonable adjustments according to your LLN level.

This assessment allows us to ensure that students are adequately supported to enable them to complete their training.

Support Services

Students should in the first instance contact our designated contact officer on campus

Student Support Officer
61 3 9041 3050
0404 707 681 (text after hours, this phone is monitored 24/7)
studentsupport@gbca.edu.au

Student Support Officer will provide support to students and/or refer them to support services on all matters relating to their study in Australia.

This includes but is not limited to:

- conducting a culturally appropriate Orientation program with students
- Support services to assist students to transition into study and living in Australia
- Emergency and health services
- Legal services
- Counselling services
- Academic assistance/study support
- Welfare related support services
- Facilities and resources
- Finding and understanding GBCA policies and procedures including the complaints and appeals process
- Visa conditions including meeting course progress
- ESOS Legislation available to students should they require further assistance

All support services provided by GBCA are free of charge to students. Students requiring special or welfare assistance will be referred to an appropriate external service. GBCA will not charge any reference fee however any cost associated with the external service will be at your own expense. The Student Support Officer will assist students if necessary when attempting to contact external services.
Learning Support
The teaching staff of GBCA are available to assist students in need with their studying and homework. This support may vary depending on identified needs. Students are encouraged to talk to their trainer when assistance is required to ensure satisfying academic performance.

Students who require additional assistance can schedule appointments with their trainer. There will be support available to assist students in meeting their course requirements and maintaining attendance, such as:

- Additional individual or group tutorial/academic guidance
- Skills Workshops (see below)
- Counselling Services (see below)

The student’s academic progress will be reviewed at the end of each study period. Students who are “at risk” will be contacted by the Student Administration Officer immediately, to discuss reasons for falling behind and possible solutions.

Mentor Support
Fully qualified trainers are available for additional consultation. Students are encouraged to talk to their trainer when mentor support is required. Booking is required for additional consultation.

Skills Workshops
GBCA offers a range of workshops to improve students’ soft skills, which may include but not limited to:

- **Career Success Workshop**
  - industry needs and demands
  - how to maximize the internship opportunity to get the most outcome

- **Resume Writing Workshop**
  - provide the skills to write a professional resume and cover letter to your key skills & experience
  - professional profile and career objective

- **Interview Skills Workshop**
  - interview preparation techniques
  - interview questions: types of questions and how to answer them

- **Office Etiquette Workshop**
  - expectations of workplace behaviour and social behaviour can differ
  - dos and taboos of interacting with co-workers and customers

Library
The GBCA Library is designed to provide a comfortable learning environment that enables and supports students’ and teachers’ learning, teaching and research needs. The general collection contains all the required textbooks, along with additional references that are recommended for each course offered at College. An Academic and Career support collection is included to empower students to succeed both at GBCA and afterwards in their respective careers. Support materials for the international students’ study of the English language are also provided. Course relevant magazines and daily newspapers are provided to ensure that students' and teachers' knowledge is current regarding their field of study and international events. The Library is situated in Level One of the Queen Street campus. It is open 9am – 5pm Monday to Friday. There are study
spaces available, printer and computers with access to the Internet, MS office and MYOB Educational Edition installed.

**IT Support**
GBCA IT Support Officer will assist students with any computer related issues such as problems with connecting to the wireless network, setting up software or login.

**Counselling Services**
Staff at GBCA are available to provide confidential counselling services. International students may seek advice assistance with matters such as cross-cultural issues or adjusting to life in Australia. We are committed to ensure that every student has a positive experience while studying at GBCA.

**External Services**
(Students will be responsible for charges in engaging external services)

**Academic**

**Study Melbourne Student Centre**
P: 1800 056 449

**International Student Alliance (Guardian & Welfare Service)**
P: +61 3 9663 2887
E: info@studentguardians.com

**Non-academic/Welfare**

**Launch Housing- Housing Support**
W: [https://www.launchhousing.org.au/contact-us/](https://www.launchhousing.org.au/contact-us/)
P: 1800 825 955
E: info@launchhousing.org.au

**Connections: Child, youth and family services**
P: 8792 8999
E: enquiries@connections.org.au

**Department of Human Services**
P: 1300 650 172 (Victoria)
P: (61 3) 9096 0000 (Interstate and International)

**Angloinfo: Living in Melbourne**
W: [https://www.angloinfo.com/melbourne/contact-us](https://www.angloinfo.com/melbourne/contact-us)
E: melbourne@angloinfo.com
Crisis Help Network: Melbourne
P: 1800 627 727

Life Supports
W: http://lifesupercounselling.com.au
P: 1300 735 030

Psychologist

<table>
<thead>
<tr>
<th>Organisation</th>
<th>Address</th>
<th>Contact number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychology Melbourne</td>
<td>LVL 2/50 Queen St, Melbourne VIC 3000, Australia</td>
<td>(03) 9629 1001</td>
</tr>
<tr>
<td>Collins Place Psychology &amp; Hypnotherapy</td>
<td>Suite 1/45 Collins St, Melbourne VIC 3000</td>
<td>(03) 9654 8330</td>
</tr>
<tr>
<td>Focus Psychology &amp; Hypnotherapy</td>
<td>13/200 Queen St, Melbourne VIC 3000</td>
<td>(03) 8648 6425</td>
</tr>
<tr>
<td>City-Melbourne Counselling &amp; Psychology Centre</td>
<td>3/178 Collins St, Melbourne VIC 3000</td>
<td>(03) 9650 5511</td>
</tr>
</tbody>
</table>

Comprehensive list of external support services could be found on Appendix 3.

Flexible Learning Strategies & Assessment Procedures

We customise our training/ assessments to meet your specific needs. If you are having difficulty achieving competency in any unit of competence, please discuss the matter with your Trainer and where possible alternative learning/assessment strategies will be provided to you. This may, for example, be on- or off-the-job assignments or projects.

Competency Based-Training and Assessment

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on http://training.gov.au/.

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all times you are learning and being assessed even if it is a group activity.

Assessment

Assessment is carried out by the comparison of your skills and knowledge against the requirements of the Standards.
Assessments are not intended to be a stressful activity - they are conducted in a relaxed and friendly manner. Do not regard your assessment as an examination. Your Trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way.

Please ensure all assessments are dated and signed off correctly as evidence of assessment is very important.

Trainers as Assessors

Your Trainer is to objectively assess and judge your performance either practically or written against a set of standards. Your Trainer has been selected based on a sound knowledge of your course and must be skilled in its application to the Australian Workplace.

Forms of Evidence

In general, basic forms of skills evidence include:

- Direct performance evidence – current or from an acceptable past period – from:
  - extracted examples within the workplace; and
  - simulations, including competency and skills tests, projects, assignments.

- Supplementary evidence, from:
  - oral and written questioning; and
  - personal reports.

14. Health and Safety

The Work Health and Safety Act / Occupational Health and Safety Act is strongly enforced Australia-wide. It means that you cannot be placed at risk through anything that you may be asked to do by GBCA. Your trainers and assessors have been specially trained in GBCA’s safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is GBCA’s responsibility to keep you in a safe learning and working environment and you must not be allowed any work to be done that is unsafe.
We are an alcohol and drugs of abuse free centre: undertaking any part of your study intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or undertaking any other illegal activity, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.

**Emergencies – Dial 000**

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

**Police**

In 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. In a non-emergency situation you can contact the local police station directly on (03) 9637 1100 or 226 Flinders Lane, Melbourne East 3000.

**Fire**

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be. See attached for the fire evacuation plans for all the levels of both La Trobe St Campus and Queen St Campus. Fire evacuation plans will be displayed clearly on each level.

The fire evacuation plan for GBCA can be found in Appendix 2.

**Ambulance**

Ambulances provide immediate medical attention and emergency transportation to hospital.

Dial 000

**State Emergency Service**

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

**Lifeline**

Lifeline’s 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.
Anyone can call Lifeline. The 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. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

**Poisons Information Line**

For appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency (police, fire, ambulance)</td>
<td>000</td>
</tr>
<tr>
<td>State Emergency Service</td>
<td>132 500</td>
</tr>
<tr>
<td>Lifeline</td>
<td>13 11 14</td>
</tr>
<tr>
<td>Poison Information Line</td>
<td>131 126</td>
</tr>
<tr>
<td>Kids Help Line</td>
<td>1800 55 1800</td>
</tr>
<tr>
<td>Drug Information Hotline</td>
<td>1300 85 85 84</td>
</tr>
</tbody>
</table>

More services could be found in appendix 3.

**Emergency Translation**

For translation service in an emergency situation dial 1300 655 010

**Overseas Student Health Cover (OSHC)**

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

**How do I get OSHC?**

You may be or have been asked for an OSHC payment in the education offer package you receive from your chosen education provider, if they have a preferred provider agreement and don’t need to complete a formal application form. If not, you may need to complete an Application for OSHC which is available from registered OSHC providers and most educational institutions. Your local education adviser can lodge your OSHC form and payment at time of processing your enrolment to study in Australia.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.
Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at: http://www.health.gov.au/internet/main/publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1

If you come to Australia on a visa other than a student visa and undertake a short course of study of three months duration or less you will not be eligible for OSHC. It is wise to purchase travel or private medical insurance in this case.

**What am I covered for?**

OSHC provides a safety net for medical expenses for international students, similar to that provided to Australians through Medicare. Additionally, OSHC includes access to some private hospitals and day surgeries, ambulance cover and benefits for pharmaceuticals

**How do I use my OSHC card?**

If you need to visit a doctor or medical centre, show your card at the end of the visit. You will be charged the doctor’s fee and the government fee component of that may be processed by the medical centre. If the medical centre is not able to process the government fee, pay the total amount, keep the receipt and you can claim the government fee back from your OSHC provider.

**Medical Services**

**What do I do if I’m sick?**

Use the Yellow Pages and phone the GP’s surgery or medical centre to make an appointment. If you have woken in the morning feeling unwell and would like to see a doctor that day, you will need to phone the doctor’s surgery early in the morning (8:00am – 8:30am) for an appointment. Please note however, that it may not be possible to get an appointment on the same day - you may have to wait one or two days before you can see a doctor.

**Seeing a Doctor/Medical Certificate**

When you attend your appointment, the doctor will ask you questions about your health and may give you a brief physical examination, such as checking your breathing, your throat, ears etc. The doctor will then give you some advice regarding management of your illness, and may give you a prescription for some medication. If you have had, or need to take time off studies you will need to get a medical certificate from the doctor to provide to your education provider. If your illness is more serious or the doctor is unsure of a diagnosis she or he may refer you for further tests eg: blood tests or x-rays, or to see a specialist Doctor. It is important to note that if you are
dissatisfied with the diagnosis or service of the Doctor you see, you have the right to obtain an opinion from another Doctor.

Public Hospital Waiting Times
If you cannot get an appointment with a GP and want to go to a public hospital to see a doctor, you may find a public hospital which has a general practice clinic attached. If not, and you attend an emergency room to see a Doctor, be prepared to wait a VERY long time. It is not uncommon to wait more than 3 hours, and at some hospitals you could wait as long as 5-6 hours to see a doctor. It is common practice for a doctor or a nurse to make an initial assessment of your condition when you first arrive to prioritise the emergencies in the hospital. You will be seen as soon as the most urgent patients have been attended to. It is also common to remain in the emergency room for some time after a doctor has attended to you before you are instructed you can leave. Emergency department rules may include keeping you a little longer to observe you and ensure that your condition does not change and it is safe to send you home with the recommended treatment. It is the same for all patients – international students and Australian citizens alike.

Pharmacies
GP surgeries do not have medications to dispense to you. You must take the prescription given to you by the doctor to a Pharmacy or Chemist to obtain the medication. You will need to provide the pharmacy with your OSHC card, your full name and address. You are able to walk in off the street to any pharmacy/chemist/drug store in Australia and will only have to wait a short while for your prescription medicine to be prepared.

Prescription Medication
Medication prescribed by your doctor is not free. You must pay the pharmacy. If the cost is more than AU$30.70 you can claim the difference back from your OSHC provider. Many pharmacists will offer you the option of having a “generic” brand of medicine. If the prescription medicine the Doctor has prescribed is also made available by a company which produces generic brands at cheaper prices, this option will be offered to you. This is ONLY offered if the content of the medicine is exactly the same as that prescribed by your Doctor. It will, however, assist you to pay less for your medicine.

Websites:
www.mychemist.com.au
www.melbournecentralpharmacy.com.au
www.priceline.com.au

Over-the-Counter Medication
Pharmacies/chemists also provide a variety of over-the-counter medications useful for treating colds, headaches, allergies and the like which do not require a prescription. Ask the pharmacist on duty for advice regarding the best medication for your symptoms. Ensure that you advise the pharmacist of any other medications you may be taking.

Dental and Optical
Dental and optical health services are not covered by your OSHC unless you take out extra cover. If you need to see a dentist or optometrist you will need to make an appointment (see the Yellow Pages) and pay the full fee of this service.

Interpreter Services
We are lucky in Australia to have a variety of healthcare professionals from many different cultural backgrounds, so you may be able to see a doctor who speaks your first language. However, if you are having difficulties communicating with your doctor, the Translation and Interpreter Service
(TIS) can be used. For more information visit https://www.tisnational.gov.au/en/Agencies/Help-using-TIS-National-services

Sun safety

In Australia, 15 minutes in the sun is sometimes all it takes for your skin to burn.

Protect yourself from Australia's strong sun in a few easy steps:

- Slip on sun protective clothing
- Slop on SPF 30+ broad spectrum sunscreen, at least 20 minutes before sun exposure, and reapply every two hours outdoors
- Slap on a wide-brimmed hat that shades your face, neck and ears
- Seek shade
- Slide on sunglasses

Wear sunscreen, a hat, and goggles or sunglasses to block UV light and sun reflected off snow.

Beach safety

The beach is one of Australia’s most recognisable and enjoyable features. Here is how can we enjoy a day at the beach safely and help prevent accidents or injury.

To make sure you are safe when swimming at the beach remember the acronym FLAGS:

- Find the red and yellow flags and swim between them.
- Look at, understand and obey the safety signs.
- Ask a lifeguard or lifesaver for advice before you enter the water.
- Get a friend to swim with you.
- Stick your hand up, stay calm, and call for help if you get into trouble.

You should also conserve your energy by floating on your back and staying calm if you are in trouble. This will ensure you have the energy to remain afloat until assistance arrives.

Rip currents: Every year almost 50% of beach rescues and at least 21% of drowning deaths are due to rip currents (sometimes called a 'rip'). These are strong currents beginning around the shore that run away from the beach. Being caught in one may feel like you are in a flowing/moving river. Not all rip currents flow directly out to sea. Some may run parallel to the beach before ultimately heading out to sea.

If you find yourself in a rip current, follow these steps:

- Do not panic.
- Do not try and swim against the rip current.
- If you are confident, SWIM PARALLEL TO THE BEACH – often this is towards the breaking waves which can then assist you back to shore.
• If at anytime you feel you will be unable to reach the beach, raise your arm and call for assistance while floating to conserve your energy.
• Always stay calm.

More information can be found on https://www.healthdirect.gov.au/beach-safety

Bites and stings

For advice on bites and stings, based on your symptoms, visit the Symptom Checker at healthdirect.gov.au. In an emergency, phone triple zero (000) and ask for an ambulance. An emergency involves any of these symptoms: central/crushing chest pain, unconsciousness, a seizure (fit), difficulty breathing or turning blue, badly bleeding, victim of a severe accident.

Weather conditions

Watch out for natural hazards such as changeable weather conditions in Victoria’s alpine regions or remote national parks. Plan your activities and let someone know where you are going and what time you expect to return. Check Victoria’s weather and current warnings on the Australian Bureau of Meteorology website.

Emergencies

In an emergency, phone triple zero (000) and ask for a fire, police or ambulance help.

15. Complaints and Appeals Procedures

(Extracted from policy 7, student complaints and appeals. For full policy, please refer to the student policies section: http://gbca.edu.au/students/)

1.0 Definitions

1.1 Complaint: A complaint is generally negative feedback about services or staff which requires a systematic and formal resolution management process. A complaint may be received by GBCA in any form and does not need to be formally documented by the complainant in order to be acted on.

Complaints may be made in person or agency in contact with the service and can be lodged in a variety of mediums including email or in person. All complaints must be made to GBCA within 3 months of the incidence occur.

1.2 Appeal: An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged in writing within 20 working days of the decision or finding is informed to students.

2.0 Requirements
2.1 This policy is published on GBCA’s website as part of the pre-enrol information. All prospective students will have access to the information about the complaints and appeals procedure before signing an agreement to enrol.

2.2 Written records of all complaints and appeals will be kept in detail on student files and provided to the student.

2.3 All complaints and appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution as soon as practical.

2.4 GBCA is committed to dealing with complaints/disputes in a fair and timely manner.

2.5 Students who are concerned about the conduct of GBCA are encouraged to attempt to resolve their concerns using this procedure.

2.6 Student complaints and appeals applications must be lodged in writing to the Student Support Officer.

2.7 The procedure will be implemented at no cost to the student.

2.8 The procedure will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information. The Student Support Officer handling the complaint/appeal will send an email to the complainant/appellant that:
   - Acknowledges receipt of the case, and
   - Include indicative timeframes for the process
   - Notifies them of who to contact (including contact details) in case they want to make contact during the process
   - Offers the complainant/appellant the right to present the case in person (with one supporting person if request)

2.9 The complainant/appellant is to be provided with written notice of each stage in the investigation process and a statement of the outcome, including details of the reasons for the outcome.

2.10 Where the case is more complex and or taking time to resolve, the complainant/appellant will be regularly updated to the status by email.

2.11 If the matter will take more than sixty (60) calendar days to process and finalise, the person handling the case will inform the complainant/appellant in writing, including the reason why more than 60 days is required and regularly updates the complainant/appellant on the progress of the matter.

2.12 All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.

2.13 Students are provided with details of external authorities they may approach, if required.

2.14 Students are made aware that at any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.

2.15 Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

2.16 For internal complaints and appeals:
   - The student with any issue, question or complaints could raise the matter with staff of GBCA and attempt an informal resolution of the question or complaint.
• The student will have an opportunity to formally present their case, in writing no cost to the student.
• All other relevant parties will be informed of the allegations, and will have the opportunity to present their side of the matter.
• The student may be accompanied and assisted by a support person at any relevant meetings.
• The matter will be reviewed by an independent party (only at the request of the student), to ensure no bias in the outcome.
• At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.

2.17 The following matters must be lodged as a formal internal appeal within 20 working days of notification of an intention to report the student to DOHA in order to be considered by GBCA Pty Ltd (applicable to international students).
• Deferral of commencement, suspension or cancelling a student enrolment (Refer to NC Standard 13 DSC policy and procedure)
• Non achievement of satisfactory course progress (Refer to NC Standard 10 Monitoring course progress policy and procedure)

2.18 A student’s enrolment must be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome of the complaint/appeal process has not been determined except in cases where GBCA is intending to defer or suspend a student’s enrolment due to misbehaviour or to cancel the student’s enrolment. (see the next requirement)

2.19 In cases where GBCA is intending to defer or suspend a student’s enrolment due to misbehaviour or to cancel the student’s enrolment GBCA only needs to await the outcome of the internal appeals process (supporting GBCA Pty Ltd) before notifying Department of Education and Training through PRISMS of the change to the student’s enrolment unless extenuating circumstances relating the a student’s welfare apply. (applicable to international students)

2.20 Extenuating circumstances’ relating to the welfare of the student must be supported by appropriate evidence and may include, but are not limited to the student:
• having medical concerns, severe depression or psychological issues which lead GBCA to fear for the student’s wellbeing;
• having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
• being at risk of committing a criminal offence

2.21 GBCA will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion. Where a complaint or appeal cannot be resolved through discussion and reconciliation and the GBCA internal complaints and appeals process, we acknowledge the need for an appropriate external and independent agent to review the process implemented by GBCA Pty Ltd (only at the request of the student).

2.22 All formal complaints, appeals and action taken will be recorded in GBCA Complaints Register and be used as part of the continuous improvement activities of GBCA Pty Ltd.

2.23 When a complaint is lodged, the person the complaint is against must be informed.

2.24 Nothing in this procedure inhibits student’s rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to:-
• Contact a solicitor; or-
• Contact the Law Institute of Victoria, 470 Bourke St Melbourne 3000, telephone 9602 5000 for a referral to a solicitor.

3.0 **Method**

The GBCA’s Complaints and Appeals comprises of four stages:

- Stage 1: Informal Complaint
- Stage 2: Formal Complaint
- Stage 3: Internal Appeal
- Stage 4: External Appeal

**STAGE 1 - INFORMAL COMPLAINT PROCESS**

3.1 Any student with an issue, question or complaint may raise the matter with their trainer or staff of GBCA and attempt an informal resolution of the question or complaint.

3.2 Students with an issue, question or complaint can arrange a meeting to discuss the matter with one of the following College staff members who are responsible to try and resolve the issue, question or complaint with the student informally:

- Trainer
- Student Support Officer
- Compliance Manager

3.3 If there is any matter arising from a student informal complaint that is a systemic issue which requires improvement action, this will be reported in writing by the Student Support Officer to the Compliance Manager so the matter can be recorded in GBCA Complaints Register and be used as part of the continuous improvement activities of GBCA Pty Ltd.

3.4 The staff member will try and resolve the complaint at the meeting or if required investigate the matter and then arrange another meeting with the student to discuss the outcome of investigation and offer a solution if appropriate. All meetings will be documented in writing.

3.5 Students who are not satisfied with the outcome of their discussion of the issue, question or complaint are encouraged to register a formal complaint.

**STAGE 2 - FORMAL COMPLAINT PROCESS**

**Formal Complaint Process – preamble**

3.6 The formal complaint process will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information.

3.7 GBCA will make its best endeavour to resolve the formal complaint within a maximum time of 20 working days from the commencement of the formal complaint process unless the matter is complex and requires more time.

3.8 Formal complaints must be lodged using the Student complaint form (form SA003) which can be found in the student handbook or be requested from the reception desk.

3.9 Formal complaints must be recorded in GBCA Complaints and Appeals Register (form SA039)

**Formal Complaint Process – general complaints**
3.10 Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so at any time by:

- Obtaining a copy of the Student complaint form (form SA003) which can be found in the student handbook or be requested from the reception desk.
- Completing the Student complaint form (form SA003)
- Lodging the Student complaint form (form SA003) with the Student Support Officer.

Once completed the complaint form (form SA003) is to be lodged with the Student Support Officer who will arrange for the complaint to be entered on GBCA complaint register and meet with the student to discuss the complaint with the student.

3.11 During the formal complaint process:
- Student will have an opportunity to formally present their case to the Student Support Officer in writing at no cost to the student
- All other relevant parties will be informed of the allegations, and will have the opportunity to present their side of the matter.
- Students may be accompanied and assisted by a support person at any meetings involving the complaint.

3.12 Complaints can only be dealt with by the Student Support Officer. Whoever does hear the complaint must not be the subject of the complaint and cannot be involved in subsequent appeal hearing.

3.13 The role of the Student Support Officer is to:
- Assist the student register their formal complaint
- Ensure the resolution phase commences within 10 working days of the written complaint being lodged
- Provide the student, or the students representative, with an opportunity to present their complaint
- Ensure they fully understand the students complaint
- Work with the student to identify how the complaint can be resolved to the satisfaction of the student
- Consult and negotiate with the all parties involved with the complaint in order to obtain their commitment and agreement to the proposed solution
- Formally document the resolution to the complaint including reasons for the method of resolution and provide the student with a written copy of the document. This is done by the requirements of clause 4.9, 4.10, 4.11 in this policy.
- Arrange for the proposed resolution to be signed off by the student.
- Monitor the implementation of the resolution to ensure that all parties adhere to the agreed resolution.
- Ensure that the details of the complaint are recorded in GBCA Complaints Register and reported (via the Student Support Officers report) to GBCA monthly Management Group meetings for continuous improvement purposes.
- Advise the student to take the complaint to appeal if a resolution cannot be agreed upon.

3.14 Any complaint raised by a student that the Student Support Officer considers may be a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury must be reported to the Compliance Manager, and could trigger implementation of the critical incident procedure.

**Formal Complaint Process – finalisation**
3.15 At the end of the resolution phase the Student Support Officer will report the GBCA decision in writing to the student within 10 working days. The GBCA decision and reasons for the decision will be documented by the Student Support Officer and placed in the students file. A copy of this document will be provided to the student.

3.16 Following the resolution phase GBCA will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint.

3.17 If there is any matter arising from a student formal complaint that is a systemic issue which requires improvement action this will be reported in writing (via email to the Compliance Manager) to the GBCA Management Group meeting so the matter can be recorded in the GBCA Complaints Register and be used as part of the continuous improvement activities of GBCA Pty Ltd.

3.18 Students who are not satisfied with the outcome of the formal complaint are encouraged to appeal against the GBCA decision by following the internal appeal process.

**STAGE 3 – INTERNAL APPEAL PROCESS**

**Internal Appeal Process - preamble**

3.19 Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions, appeals against notification of an intention to report a student to DOHA (applicable to international students) and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student for GBCA to reconsider a decision made by GBCA Pty Ltd.

3.20 Students who are not satisfied with the outcome of a formal complaint or wish to appeal a decision has been made by GBCA are encouraged to appeal against the GBCA decision by:

- Obtaining a copy of the Student appeal form (form SA003) which can be found in the student handbook or be requested from the reception desk.
- Completing the Student appeal form (form SA003)
- Lodging the Student appeal form (form SA003) with the Student Support Officer

3.21 A student’s enrolment will be maintained whilst an appeal is in progress and the outcome has not been determined.

3.22 The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.

3.23 GBCA will make its best endeavour to resolve the appeal within a maximum time of 20 working days from the commencement of the formal complaint process unless the matter is complex and requires more time.

**Internal Appeal Process - general**

3.24 Internal appeal request for general matter must be made in writing and submitted to GBCA within ten (10) working days from the date of original decision made by GBCA.

3.25 Internal appeals (except assessment appeals) will be heard by a 3 person-panel including: the Compliance Manager or Training Manager, the Student Support Officer, and a member of the teaching staff of the GBCA (the Appeals Panel). No member of the Appeals Panel is to have been directly involved in the complaint leading up to the appeal.

3.26 The role of the Appeal Panel is to:
• Ensure the appeal phase commences within 10 working days of the written appeal being lodged
• Provide the student, or the students representative, with an opportunity to present their appeal to the Appeal Panel
• Ensure they fully understand the students appeal
• Review the evidence and information provided by the student, or the students representative, and GBCA Pty Ltd
• Make an independent decision, based on the evidence to either support the students appeal, and reverse the decision by GBCA that lead to the appeal or to support the and proceed with the original decision by GBCA Pty Ltd.
• Arrange for the decision to be signed off by the student and the Compliance Manager (this is not agreement by the student but to record that the decision has been communicated to the student)
• Within 24 hours of making its decision the Appeal Panel must have formally documented the decision of the panel including reasons for the decision and convey the written decision and reasons for the decision to the student

Formal Appeal Process – Notice of Intention to Report by GBCA Pty Ltd (applicable to international students)

3.27 The following matters must be lodged as an appeal within 20 working days of notification of an intention to report the student to DOHA in order to be considered by GBCA Pty Ltd.
• Notice from GBCA of an intention to defer commencement, suspend or cancel a student enrolment
• Notice from GBCA of its intention to report a student for not achieving satisfactory course progress

3.28 Appeal arising from a notice of intention to report by GBCA must be lodged with GBCA by:
• Obtaining a copy of the Student complaint form (form SA003) which can be found in the student handbook or be requested from the reception desk.
• Completing the Student complaint form
• Lodging the Student complaint form (form SA003) with the Student Support Officer

3.29 It is the responsibility of the Student Support Officer to ensure that for appeals arising from a notice of intention to report by GBCA the resolution phase commences within 10 working days of the written complaint being lodged

3.30 Complaints arising from a notice of intention to report by GBCA will be heard by a Panel of 3 selected from the Student Support Officer, Compliance/or Training Manager and a member of the teaching staff of GBCA (the Complaints Panel). No member of the panel is to have been involved in making the decision to issue the notice of intention to report.

3.31 During the formal appeals process:
• Students will have an opportunity to formally present their case to the Appeals Panel (student support officer, a member of the teaching staff of GBCA and the Compliance/or Training Manager), in writing at no cost to the student
• Students may be accompanied and assisted by a support person at any meetings involving the complaint.
3.32 The role of the Appeals Panel is to:
- Ensure the resolution phase commences within 10 working days of the written complaint being lodged
- Provide the student, or the student's representative, with an opportunity to present their appeals to the Complaints Panel
- Consider the evidence that GBCA holds which lead to the issuing a notice of intention to report, as relevant
- Consider the evidence presented by the student or the student's representative
- Ensure they fully understand the appeals and the matters raised by the student or the student’s representative
- Review all the evidence and information provided by the student or the student's representative and GBCA Pty Ltd
- Consider if there are any applicable extenuating circumstances supporting the student's case
- Make an independent decision, based on the evidence to either support the student's case and cancel the notice of intention to report or support GBCA case and proceed with the Intention to report (in the event of the appeal arising from the notice of intention to report).
- Within 24 hours of making its decision the panel must have formally documented the decision of the panel including reasons for the decision and convey the written decision and reasons for the decision to the student

3.33 If an appeal is against an Institute decision to defer or suspend a student’s enrolment due to misbehaviour or to cancel a student’s enrolment, GBCA only needs to await the outcome of the internal appeals process (supporting GBCA Pty Ltd) before notifying DET through PRISMS of the change to the student’s enrolment (applicable to international students).

**Internal Appeal Process - assessment**

3.34 Internal appeal request for assessment must be made in writing and submitted to GBCA within ten (10) working days from the date of original decision made by GBCA.

3.35 Students appealing an assessment decision (including RPL) will be given the opportunity for reassessment by a different assessor selected by GBCA Pty Ltd. Costs of reassessment will met by GBCA Pty Ltd.

3.36 The recorded outcome from the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.

3.37 Only one assessment appeal per unit will be allowed.

**Internal Appeal Process – finalisation**

3.38 The outcome of an internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and GBCA and placed in the student file. A copy of this document will be provided to the student.

3.39 Following the internal appeals phase GBCA will implement the decision as conveyed to the student and undertake any improvement actions arising from the complaint through the GBCA continuous improvement process

3.40 If there is any matter arising from a student appeal that is a systemic issue which requires improvement action this will be reported in writing (via email to the Compliance Manager) to the
GBCA Management Group meeting so the matter can be recorded in the GBCA Complaints Register and be used as part of the continuous improvement activities of GBCA Pty Ltd.

3.41 There are no further avenues within GBCA for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available.

3.42 Students who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal to:

**For overseas students:**
Overseas Student Ombudsman
Email: ombudsman@ombudsman.gov.au
Call: 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111.

**For Local students**
Australian Council for Private Education and Training (ACPET)
Call: 1800 657 644.

GBCA will pay the costs of mediation if any.

---

**STAGE 4- EXTERNAL APPEAL**

**External appeal process**

3.43 Students who are not satisfied with the process undertaken for an internal appeal are encouraged to make an external appeal by contacting relevant external appeal mediator.

3.44 The purpose of the external appeals process is to consider whether GBCA has followed its student complaint and appeals procedure, not to make a decision in place of GBCA Pty Ltd. For example, if a student appeals against his or her subject results and goes through the GBCA 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.

3.45 Following the receipt of the outcome of the external appeal GBCA must immediately implement the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint.

3.46 If the external appeal is against an Institute decision to report the student for unsatisfactory course progress, GBCA must maintain the student’s enrolment (i.e. not report the student for unsatisfactory progress) until the external appeals process is complete and has supported GBCA Pty Ltd’s decision to report (applicable to international students).

**NOTE**

- If a student is dissatisfied with GBCA’s complaints and appeals process they can contact the Department of Education (DET) through the ESOS online enquiry form or through the ESOS helpline 02 6240 5069. The student may send through a complaint at any point, including after he or she exhausted GBCA’s internal appeals process and the external appeal process. The DET will only intervene where the provider's appeals
process was not conducted correctly or if the provider did not make the appeals process available to the student.

- The student should also be made aware that DET will only review whether the appeals process met the requirements of the National Code. The DET will not be looking at whether the outcome of a properly conducted appeal process was right or wrong.

16. Graduation

Once you have successfully completed all of the units of competency required by your course, you will receive your application for graduation form. GBCA is responsible for the issuance of Australian Qualifications Framework certification documentation.

The Certificate you receive lists the qualification gained and all of the individual units that make up the subjects within the course. The Certificate will be provided to students within 30 days of satisfactory assessed as competent in all required units.

It is the student’s responsibility to update any changes to their contact details, so that this documentation can be safely forwarded to you.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person.

Incomplete Qualifications

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment. You will be issued with a statement within 30 days of GBCA being advised of your withdrawal or completion of your enrolment.

Reissuing Qualifications

If you need additional copies of your qualification, then application must be made to the Student Administration Officer in writing with proof of identity provided. The application form is available from Student Administration Officer and website www.gbca.edu.au

Ideally you should attend GBCA to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.
17. Change of person details

It is the student’s responsibility to ensure that contact details are up to date with GBCA. Should there be a change, please fill in the Change of Contact Details form and return it to GBCA. The form is available from Student Administration Officer and website www.gbca.edu.au

18. Feedback

GBCA actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement. You can obtain a Student Feedback Form from Student Administration Officer and website www.gbca.edu.au

We monitor compliance with standards and our policies and procedures through the use of evaluations at the completion of courses.

Any grievances or deficiencies are documented on a Corrective Action Record to ensure appropriate follow up action is taken.

19. International Students under 18 years of age

(Refer to Policy 28 Welfare Arrangements for Under 18 year of age International students for full policy)

GBCA requires international students who are under 18 years of age to demonstrate that they will:

• Live with a parent of legal custodian; or
• Live with a relative over 21 years of age who is nominated by a parent or legal guardian; or
• Live under a welfare arrangement that has been approved by GBCA.

Until such time that they turn 18 years of age.

GBCA will accept responsibility for the accommodation, support and welfare of international students under 18 years of age commencing their programs under the following welfare provisions:

• the student's parent/legal custodian has agreed in writing to the GBCA accepting responsibility for their son or daughter's welfare by completing and signing the GBCA Under 18 Student Agreement;
• the student's parent/legal custodian has agreed in writing to the approved welfare provider providing ongoing welfare support to the student until their son or daughter turns 18 years of age;
• the student must live in the GBCA approved homestay accommodation until the end of their welfare dates and not change that accommodation unless written agreement is obtained from the parent/legal guardian and GBCA;
• the student must be met upon first arrival at the Melbourne Tullamarine International airport by a GBCA approved representative or the GBCA approved homestay provider;
• the student must attend orientation, and meet with a GBCA Student Support Officer in the first week after their arrival in Australia;
• students who expect to arrive late must send to GBCA the completed SA043 Student deferral, Suspension cancellation application form and obtain permission from the Student Administration & Services Manager. On arrival, the student must make contact with the GBCA Student Support Officer.

• the student must meet with a GBCA Student Support Officer to discuss academic progress every two weeks and at the end of each study term, or upon turning 18, whichever comes first.

• the student will not stay overnight from the approved homestay address without written approval from the student’s parent or legal custodian and the representative from GBCA.

International students will indicate in the application form their request for GBCA to arrange welfare support service, homestay accommodation service or airport pickup service. These services will be charged separately by an external service provider.
20. Pre-Arrival

Most international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as international students in Australia. Many students apply for a visa themselves online or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may better to submit an application with the assistance of an accredited agent due their familiarity and experience in the field. You should check with the education provider in Australia for their accredited agents in your country.

In order to apply for a student visa you will need a valid passport, an electronic Confirmation of Enrolment (eCoE) and any other documentation required by the Australian diplomatic post with which you lodge your application. You must ensure to allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Home Affairs (DOHA)


Department of Foreign Affairs and Trade (DFAT)

As well as links from the DOHA website the Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Education Agents

An education agent can assist you in submitting your visa application and communicate with DOHA on your behalf, but please note that you do not need to use an education agent to lodge any kind of visa application.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit https://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students
21. Arranging Travel

You will need to make your own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of International Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Documents
You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from GBCA
- Confirmation of Enrolment (eCoE) issued by GBCA
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies (including OSHC)
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver’s licence
- Medical records and/or prescriptions

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.

What to Bring

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. [http://www.australia.gov.au/topics/tourism-and-travel/customs-and-quarantine](http://www.australia.gov.au/topics/tourism-and-travel/customs-and-quarantine)

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1-2 x checked luggage (total 20-35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February.

If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.
The weather in Melbourne is unique, it can go from hot to cold even in summer. You should bring a jumper and prepare for changing weather.

**Clothing**

On most campuses, students usually dress informally. Jeans or slacks with t-shirts or blouses, sneakers or “running shoes” are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts. This is common during the hotter months.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories.

**Currency**

The basic unit of Australian currency is the dollar. There are 100 cents in one dollar ($1). Notes come in $5, $10, $20, $50 and $100 denominations. Coins are issued in 5c, 10c, 20c, 50c, $1 and $2 denominations. There are no 1 cent or 2 cent coins. Prices are rounded up or down to the nearest 5 cents in shops and supermarkets. For example, you would pay $1.95 for an item priced $1.97, but $2 for an item priced $1.99.


**Cost of living**

Some prices for common items are listed here. Compare supermarkets and local markets, as quality and price can vary. Prices are in Australian dollars, are approximate only and can vary significantly. For more detailed information on the cost of living and other expenses in Melbourne, visit [http://www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living#.WadC_MgjGUk](http://www.liveinvictoria.vic.gov.au/living-in-victoria/cost-of-living#.WadC_MgjGUk)

Average living cost in Australia for an individual student is $21,041 per year. Living costs for a partner or spouse is $7,362 per year. Living costs for a child is $3,152 per year. Where school aged children are accompanying a student visa holder, there is an additional schooling costs of at least $8,296 per year for each child. (information correct as of 25th Oct 2021 and provided by DOHA)

The following should only be used as a guide as spending may differ depending on the student's lifestyle. Cheaper no frills brands can reduce food costs for students, as can shopping at markets.

- **Student Studio Apartment (weekly):** $180-250
- **Share House rental (weekly):** $120 – 160
- **Overseas Student Health Cover (OHSC) per year:** $480 per year
- **Public transport (PTV):** (28 days) $176
- **Movie ticket:** $12 – 16
- **Food – bread (700grs):** $3.5 – 5
- **Milk (2 litters):** $2.5 – 4
- **Cheese (500 grams):** $4.5
- **Rice (1kg):** $2
- **Big Mac meal (medium):** $12
Mobile: (pre-paid monthly): $15 - 50

For further information on Living in Australia including planning your departure, arriving in Australia, accessing support services, remaining visa compliant, working while you study, living costs and finding accommodation, health and safety, visit the following links provided by the Australian Government sites.
Study Melbourne (government site) This includes information on Study options, before you arrive, where to live, work, money, transport (including flights and airports), entertainment, help and advice for students. The law and your rights, visas, accidents and emergencies, safety, health service, consulates and embassies and support services. [http://www.studymelbourne.vic.gov.au/](http://www.studymelbourne.vic.gov.au/)

We recommend both of these sites as they are owned and updated by the Australian Government.

**Melbourne’s public transport**

Three forms of public transport operate in Melbourne:
- train
- tram
- bus

Myki is Victoria’s ticket system. It is used on all trains, trams and buses in metropolitan Melbourne. Myki is also in use on most V/Line services (regional Victoria’s trains and coaches) and regional town bus systems. It can be topped up at the stations or online at [http://ptv.vic.gov.au/application/MYKIcvm/topup/index.html](http://ptv.vic.gov.au/application/MYKIcvm/topup/index.html). You can also use digital myki on your Android phone on the Google Pay app.

With Mobile Myki, you can:
- top up on the go
- Touch on and off with your phone
- Know your balance in real time


**Regional Victoria’s public transport**

V/Line is the largest provider of train and coach services in regional Victoria for travel around and between regional towns and for travel to Melbourne and regional centres. V/Line also operates coach services that connect with the rail network and serve regional Victorian communities where trains do not operate.


**Taxis**

Taxis (cabs) are readily available in metropolitan and regional areas. To hire a taxi in Victoria you can make a phone or online booking, wait at a taxi-cab rank or hail a taxi from the side of the road. Fares are metered. Extra charges can apply e.g. toll charges. All taxis must be registered and the driver must display his/her identification
in the car. You can find a listing of Victoria’s taxi services under ‘Taxi’ on the Yellow Pages website. Taxi fares can be found on http://www.taxi.vic.gov.au/passengers/taxi-passengers/taxi-fares

Entry into Australia

Australian Immigration
When you first arrive in Australia you will be required to make your way through Australian Immigration (follow the signs for Arriving Passengers as you leave the plane). An Immigration Officer will ask to see your completed Incoming Passenger Card (given to you on the plane) along with your passport and student visa evidence. The Immigration Officer will check your documents and may ask you a few questions about your plans for your stay in Australia.

Baggage Claim
Once you have passed through the immigration checks you will move to baggage claim (follow the signs) and collect your luggage. Check that nothing is missing or damaged. If something is missing or damaged go to the Baggage Counter and advise them of your problem. Staff at the Baggage Counter will help you to find your belongings or lodge a claim for damage.

Detector Dogs
You may see a Quarantine Detector Dog at the baggage carousel or while waiting in line to pass through immigration, screening luggage for food, plant material or animal products. If you see a detector dog working close to you, please place your bags on the floor for inspection. These dogs are not dangerous to humans and are trained to detect odours. Sometimes a dog will sit next to your bag if it sniffs a target odour. Sometimes dogs will detect odours left from food you have had in the bag previously. A quarantine officer may ask about the contents of your bag and check you are not carrying items that present a quarantine risk to Australia.

Australian Customs and Quarantine
Once you have your luggage you will go through Customs. Be careful about what you bring into Australia. Some items you might bring from overseas can carry pests and diseases that Australia doesn’t have. You must declare ALL food, meat, fruit, plants, seeds, wooden souvenirs, animal or plant materials or their derivatives.

Australia has strict quarantine laws and tough on-the-spot fines. Every piece of luggage is now screened or x-rayed by quarantine officers, detector dog teams and x-ray machines. If you fail to declare or dispose of any quarantine items, or make a false declaration, you will get caught. In addition to on-the-spot fines, you could be prosecuted and fined more than AU$60,000 and risk 10 years in prison. All international mail is also screened.

Some products may require treatment to make them safe. Items that are restricted because of the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS). For more detailed information about bringing in food, animals, plants, animal or plant materials or their derivatives visit www.daffa.gov.au/aqis.

Arrivals Hall
You will be able to leave the restricted area and enter the Arrivals Hall once you have cleared Customs. Here you will find a number of retail and food outlets along with public telephones, an information booth and money exchange facilities. If you arrive on a weekend, you may like to exchange money here as most banks are not open on Saturdays and Sundays.
Getting from the Airport

Melbourne Airport, also known as Tullamarine Airport, is the primary airport serving the city of Melbourne, and the second busiest airport in Australia. International students will arrive at Terminal 2. You may choose either taxi, skybus, or buses or other services to get to your destination. A list of maps the most commonly requested areas of Melbourne Airport could be found on the website:

Taxi
Melbourne’s taxis are a convenient way to get from the airport to your destination. You can catch a taxi from designated taxi ranks, unless you have pre-booked one. Taxi ranks are located on the ground floor outside Terminals 1 and between Terminal 2 and 3. Terminal 4 will operate a taxi rank once construction of the new terminal is complete.

Fares and surcharges
Taxi fares vary based on distance, location and time of travel. Additional charges apply on some public holidays, when booking in advance, making an electronic payment, using toll roads, or when your taxi has five or more passengers. For more information, visit taxi.vic.gov.au/fares.

A using a taxi from the airport taxi rank incurs an additional $2.70 fee that will be passed on to you.

Receipts and lost property
Remember to always get a receipt. The information that it contains (such as Taxi Company, taxi ID number and time of travel) is vital should you accidentally leave any items behind or wish to provide feedback.

Prepaid fares
If you travel between 10pm and 5am you may be asked to pre-pay the estimated fare as a deposit. At the end of your trip, the meter will show the actual fare. You will then either need to pay the driver more, or will receive change for your trip. Cash, credit/debit or EFTPOS methods of payment are accepted.

Hire Cars (VHA Cars)
An alternative to using Victoria’s taxis is pre-booking a hire car service. All hire cars in Victoria must be accredited and booked in advance. Drivers will collect you from an agreed or designated point, which may be at the chauffeur meeting points inside the airport. You can book a hire car by consulting your local phone directory, online or through a smartphone app. The fee is agreed to in advance, as there is no meter in the vehicle.

Skybus Express Bus Service from the Airport to The City Centre
Skybus offers an express bus service from the airport to the city centre. This service operates 24/7, including all public holidays. Buses run from every 10 minutes throughout the day.
One way:
$18 Adult
$18 Family 1- (1 adults and 1-4 children)
$36 Family 2- (2 adult and 1-4 children)
$9 Child – one way (4-16 years)
$160 - Saver 10 trip ticket. 12 months, non-transferable

Tickets can be purchased on arrival at the bus stop or purchased online at www.skybus.com.au. On arrival at Southern Cross Station in the city, SkyBus provides a complimentary hotel transfer service, subject to availability, during the following hours: 0600-2230 Monday to Friday; 0600-1900 Saturday and Sunday, (excluding Christmas day). For more information, visit www.skybus.com.au.

Rent a Car Companies at Melbourne Airport

Melbourne Airport has six car rental companies located on site. All have offices on the ground floor of the short term car park, and information desks in the Melbourne Airport domestic terminals. Contact the companies direct for current rates.

<table>
<thead>
<tr>
<th>Car Rental Company</th>
<th>Contact Phone Number</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Outside Australia:</strong> +61 3 8855 5333</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Within Australia:</strong> 1300 362 848</td>
<td><a href="http://www.budget.com.au">http://www.budget.com.au</a></td>
</tr>
<tr>
<td></td>
<td><strong>Outside Australia:</strong> +61 2 9353 9399</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Within Australia:</strong> 1300 13 13 90</td>
<td><a href="https://www.europcar.com.au/">https://www.europcar.com.au/</a></td>
</tr>
<tr>
<td></td>
<td><strong>Within Australia:</strong> 13 30 39</td>
<td><a href="http://www.hertz.com.au">http://www.hertz.com.au</a></td>
</tr>
<tr>
<td></td>
<td><strong>Within Australia:</strong> 1300 36 72 27</td>
<td><a href="http://www.thrifty.com.au">http://www.thrifty.com.au</a></td>
</tr>
</tbody>
</table>

Uber at Melbourne Airport

Uber pick up is available at Melbourne Airport. You may book a ride with Uber in advance at Melbourne Airport at https://www.uber.com/global/en/airports/mel/. You should go to a dedicated share ride pick up location. Exit the terminal and head toward the designated Uber Pickup Zone. For Terminals 1, 2, and 3, the Pickup Zone is located between the bus lane and short-term car park. For Terminal 4, the Pickup Zone is located on Level 2 of the T4 car park.

Public Buses & Other Buses Stopping At Melbourne Airport

The following public bus services arrive and depart from Melbourne Airport:

- SmartBus Route 901 Melbourne Airport to Frankston – connects to Craigieburn line at Broadmeadows Station
• Route 478 Airport West SC - Melbourne Airport via Melrose Drive
• Route 479 Airport West SC - Sunbury Station via Melbourne Airport
• Route 482 Airport West SC - Melbourne Airport via South Centre Rd
The public bus stop at Melbourne Airport is located at Terminal 1, allowing passengers to disembark closer to the centre of the airport.

Passengers travelling to and from the city can take the train to Broadmeadows Station and board the high-frequency SmartBus Route 901, a short journey from the Airport.

First time myki users arriving at the Airport can purchase a myki Visitor Pack from the SkyBus counter outside terminals 1 or 3. Alternatively you can purchase and top up a myki on board the bus.

You can catch a local bus to the Airport from Broadmeadows, Essendon and Sunbury stations.

For more information, visit www.ptv.vic.gov.au/getting-around/airport-buses/ or Phone: 1800 800 007

22. Arranging Accommodation

Temporary Accommodation

Hotels, Motels & Backpackers

Generally, the price you pay for accommodation will determine its quality. However, it can be expensive to stay in a good quality motel or hotel for a long period of time. Backpacker accommodation is relatively inexpensive but you may need to bring your own pillow and sleeping bag if you choose this option.

Staying with Friends or Family

If you know someone in Australia, this is a great way to settle-in to life here. Your friends or family can provide advice, support and encouragement in your first days in Australia. However, if you are under the age of 18 you must obtain approval from your education provider first.

Bringing my Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances with the Department of Home Affairs). Family members include your spouse, and you and your spouse's dependent children.

Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is very high. You may have to consider and discuss many issues with your family.

Issues to Consider
Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family, or to all come at the same time.

**Child Care**

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long. Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

**Schools**

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. Children who have their fifth birthday before 30th April of that calendar year are eligible to start school in Victoria.
3. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
4. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are payable by international students at all State schools unless you:
   - Are in receipt of sponsorship or scholarships from the Australian Government (e.g. the Australian Development Scholarship, IPRS);
   - Hold a higher institution or approved non-government scholarship. These scholarships must be approved by the State government for the dependants to be exempt from school fees.
5. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
6. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
7. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.
8. Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.
Permanent Accommodation

Choosing Where to Live
Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Homestay
Homestay is an arrangement where students live with a local family or resident host in a private home. Homestays are an affordable way for international students to improve their English and experience Australian culture and lifestyle up close.

Note: International students under 18 years of age must live in either a homestay, on-campus accommodation or with a relative approved by the Department of Home Affairs.

Homestay students can be any age, but if you’re under 18 your booking process will be more detailed. Our partner, Student Accommodation Services, will match you with an appropriate homestay host. Homestay arrangements include:

- A single room: furnished (bed and study desk are a must)
- Provide three (3) meals per day: breakfast: a choice of cereal, toast etc prepared by the student; lunch prepared by the student; dinner cooked different foods provided by the host family
- The homestay fee also covers all costs for electricity, gas and water
- The student pays for all telephone calls
- Various house rules applicable within the host family

If you would like GBCA to arrange a homestay service, please indicate on the Student application for enrolment form or contact our welfare officer at (03) 9410 3050.

Lease and Shared Accommodation
It is important to consider the full range of costs and responsibilities with leased accommodation. The demand is usually high and ranges generally from $150 –$250 per week unfurnished or $200 – $300 per week furnished depending on the size, condition and location of the house/apartment. Shared accommodation also varies greatly in price. Students can look for lease or share accommodation on the following websites:

- https://www.domain.com.au/?mode=rent
- https://ozflatmates.com

23. Services
Telephones
Calling Emergency Services DIAL 000

In Australia dial 000 from any phone for fire, police or ambulance services. 112 may also be dialled from mobile phones. Dialling 112 will override key locks on mobile phones and therefore save time. Emergency Services operators answer this number quickly and to save time will say, “Police, Fire, or Ambulance”. If you are unsure of what emergency service you need tell the operator what the emergency is. You will then be connected to the appropriate service to assist. It is wise to think ahead with the most important information which will help them to respond. Where you are; (note street names and the closest intersection), what has happened and to whom; what their condition is. The operator may then ask you to stay on the phone until the emergency services arrive. In life threatening situations the operator may also give you some instructions to assist until the emergency unit arrives. If you are concerned about your English, remain calm and work with the operators who are very experienced with all cultures. (See also: Health – Emergencies)

Public Telephones

Australia has an extensive network of Public Phones throughout the country. They are easily recognized by the orange and blue Telstra emblem. The cost of local calls is 50 cents (AUD) with most phones accepting coins and prepaid telephone cards. Long distance call charges vary depending on time of day and distance. Sundays are an excellent day to make interstate or international calls due to all day discount rates. Pre-Paid telephone cards offer competitive calling rates to all countries 24 hours per day. Pre-Paid Telephone Cards cost $5, $10, $20 and $50 and may be purchased at most newsagencies, post offices and convenience stores.

Making Phone Calls within Australia

To make international phone calls:

Dial – international access code (0011) + the country code + the area code (if required)+ phone number (when adding a country code to a number, any leading 0 (zero) on the area code following it is NOT dialled. See the example under Calling Australia from Overseas.)

To make domestic phone calls:

Dial – the area code + phone number
(02) ACT, NSW
(03) VIC, TAS
(07) QLD
(08) SA, WA, NT

Visit www.whitepages.com.au and www.yellowpages.com.au for directories of residential, commercial and government phone numbers in Australia; and for a list of country codes and area codes for international calls.

Calling Australia from Overseas

To contact Australia, first dial the international access code from that country (this will vary in each country), then Australia’s country code prefix (61) followed by the area code without the first zero (for instance Sydney would be 2 instead of 02), and then dial the required number.

Example: International access number +61 2 9999 3662

Mobile/Cell Phones
Before bringing your mobile phone to Australia check with the Australian Communications and Media Authority www.acma.gov.au to make sure it can operate here. Some countries, such as Japan and the USA, use mobile phone networks that are not available in Australia. If not, you can buy your mobile phone in Australia. Australian telecommunications providers offer a wide range of services which provide a mobile phone within the cost of using that service. There are many differences to the services provided. You should understand what deal you are accepting before signing a contract with a provider. For a comparison of mobile phone plans in Australia see: http://www.mobiles.com.au/mobile-phone-plans/

**Computer & Internet Access**

Many of the above companies will also provide you with internet access. In fact, you may be able to make arrangements with a company where you can get cheaper rates if you have internet and mobile phone through the one service provider. In addition, with providers Telstra and Optus, you could get a packaged deal for your home phone, internet and mobile phone.

**Australia Post**

Australia Post is one of our nation’s largest communications, logistics and distribution businesses; and is committed to providing high quality mail and parcel services to all people within Australia.

**Small Letters**

The cost of posting a small letter for distribution in Australia is an AU$1.00 postage stamp which you affix to the envelope.

A small letter has the following characteristics:
- No larger than 130mm x 240mm
- No thicker than 5mm
- Maximum weight 250g.
24. Managing My Finances

Setting up a Bank Account

You can choose to open an account in any Bank, Credit Union or Building Society in Australia. Do your research to get the best deal.

To open a bank account, you will need:
- your passport (with arrival date stamped by Australian immigration)
- student ID card
- money to deposit into the account (this can be as little as $10)

Anyone who wishes to open a bank account in Australia must show several pieces of personal identification which are allotted a points system. 100 points of identification is required to establish your identity as the person who will be named in the account. Your passport and proof of your arrival date in Australia will be acceptable as 100 points IF you open an account within six weeks of arrival in Australia. After this time you will be required to produce additional documentation. As a student you will be able to open an account with special student benefits. Many banks have ‘Student Accounts’ which contain no or minimal fees for transactions that might normally be attached to regular savings accounts. You will also require the student ID card from your institution to prove you are a student and should have access to the benefits offered by a student bank account. For a comparison of accounts in banks throughout Australia see: www.banks.com.au/personal/accounts

Most people in Australia enjoy the convenience of Internet banking and/or Telephone banking, which enables them to manage their money, pay bills etc. from home. At the time you are setting up your account you can request these services from your bank.

Bank & ATM Locations

Bank of Melbourne www.bankofmelbourne.com.au
National Australia Bank www.nab.com.au
ANZ www.anz.com.au
Commonwealth Bank www.commbank.com.au
Westpac Bank www.westpac.com.au
Credit Union Australia www.cua.com.au
25. Working in Australia

Permission to Work

If you are a student visa holder, you and your dependent family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to their student visa. Students and their families must not breach the work conditions that apply to their student visa. You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is in session, and unlimited hours when your course is not in session. Work that is a formal registered part of your course is not included in the limit of 40 hours per fortnight.

Voluntary, unpaid work, is not included in the limit of 40 hours per fortnight if it:

- is of benefit to the community
- is for a non-profit organisation
- is genuinely voluntary (that is, you are not paid either in cash or other—board and lodging is acceptable).

You must obtain a Tax File Number to be able to work in Australia. This is available from the Australian Tax Office. (https://www.ato.gov.au/Individuals/Tax-file-number/Apply-for-a-TFN/)

Workers in Australia – including visa holders with permission to work – have rights under Australian workplace law. The Fair Work Ombudsman Pay and Conditions Tool (PACT) (https://calculate.fairwork.gov.au/) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements. All workers in Australia have rights and protections at work. This includes foreign nationals, whether they are working lawfully, are working in breach of their visa conditions, or have overstayed their visa. Your employer must comply with Australian workplace and immigration laws.

The Fair Work Ombudsman (https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants) can give you further information and advice about your workplace rights and obligations, and has workplace information translated into different languages.

Your employer cannot cancel your visa

Your employer can't cancel your visa, even if it's been breached. Only the Department of Home Affairs can grant, refuse or cancel visas. We’ve set up an arrangement with the Department of Home Affairs to support and encourage migrant workers to come forward to request our assistance and provide us with any evidence or information about exploitation. This will help us to better understand the issues faced by visa holders and migrant workers so that we can educate employers and employees about entitlements and obligations.

A person’s temporary visa will not be cancelled if they:

- had an entitlement to work as part of their visa
- believe they have been exploited at work
- have reported their circumstances to us
- are actively assisting us in an investigation.
This applies as long as:

- they commit to abiding by visa conditions in the future
- there is no other basis for visa cancellation (such as on national security, character, health or fraud grounds).

For temporary visa holders who don't have work entitlements attached to their visa, the Department of Home Affairs will consider the case on its merits.

**Helpful recordkeeping hints when you start working in Australia**

- keep a diary of days and hours worked
- keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.

More information can be found at:


**Finding Work**

You may find it difficult to find work in Australia as you will be joining the general Australian population in your search; therefore you should not rely on income from employment when budgeting to pay for living expenses. There is no guarantee that employment companies will find work for you. There are many different ways to find a job in Australia:

Newspapers
University Job Boards Online
My career: www.mycareer.com.au

**Earning an Income**

**Taxes**

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn.

**Getting a Tax File Number**

You must obtain a Tax File Number to be able to work in Australia. A tax file number (TFN) is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN your employment will be taxed at the highest personal income tax rate, which will mean less money in your wages each week.
Taxation Returns

If you pay too much tax you are entitled to a refund. To get a refund you will need to lodge a tax return. You can lodge online using e-tax (free), by mailing a paper tax return, or by paying a registered tax agent to complete and lodge the return for you. If you lodge by e-tax your refund will normally be issued within 14 days.

- Lodge online using e-tax at www.ato.gov.au
- For a registered tax agent visit www.tabd.gov.au
- Tax returns are lodged at the end of the Australian tax year – (1 July to 30 June).

Superannuation

If your monthly wage is more than AU$450, your employer must contribute an additional sum equal to 9.5% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit: www.ato.gov.au/departaustralia
You will need to provide the details of your superannuation fund.

26. Laws and Safety in Australia

Obeying the Law

One of the reasons we have such a wonderful lifestyle in Australia is due to our representative democracy, the separation of powers, and our respect for the rule of law. We have a lot of laws in Australia and as a result, society runs smoothly.

In being granted a visa to study in Australia, you signed a document (Australian Values Statement Temporary) agreeing to respect Australian values and obey the laws of Australia for the duration of your stay. Failure to comply with the laws of this land (including State and Territory laws) could result in a fine or the cancellation of your visa and possible deportation back home. If you are convicted of a serious crime, it could result in imprisonment. Nobody wants this to happen!

You can find a comprehensive outline of Australian law and the legal system at: www.australia.gov.au.

Legal Services & Advice

If you do break the law are arrested and need to attend a court appearance you will need legal representation to negotiate Australia’s complex legal system.
http://www.australia.gov.au/content/legal-aid

Personal Safety
When you are out and about it is important to be alert and aware of your personal safety.

**If you are going out at night remember:**

- Think ahead - consider how you are going to get home - what about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your party and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Keep away from trouble - if you see any trouble or suspect that it might be about to start – move away from the scene if you can. The best thing you can do is to alert the police and keep away.
- Walk purposely and try to appear confident. Be wary of casual requests from strangers, like someone asking for a cigarette or change - they could have ulterior motives.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- See also “Drink Spiking” under Alcohol, Smoking & Drugs.

**If you are out and about:**

- Be alert to your surroundings and the people around you, especially if you are alone or it is dark
- Whenever possible, travel with a friend or as part of a group
- Stay in well-lit areas as much as possible
- Walk confidently and at a steady pace
- Make eye contact with people when walking - let them know that you have noticed their presence
- Do not respond to conversation from strangers on the street or in a car - continue walking
- Be aware of your surroundings, and avoid using personal stereos or radios - you might not hear trouble approaching
- always keep your briefcase or bag in view and close to your body
- Be discrete with your cash or mobile phones
- When going to your car or home, have your keys in your hand and easily accessible
- Consider carrying a personal attack alarm
- If you do not have a mobile phone, make sure that you have a phone card or change to make a phone call, but remember - emergency 000 calls are free of charge.

**Road Rules**

If you are going to drive in Australia, no matter whether you are an experienced driver and have an international drivers’ licence or not, YOU MUST KNOW THE ROAD RULES before you attempt to drive (even 10metres)! Many lives are lost on Australian roads every year and international visitors are at high risk! If you come from a country where you drive on the opposite side of the road to Australia it is sometimes helpful to have a companion drive with you to ensure you both take note of traffic conditions and signs until you are more familiar with driving on the left side of the road. A handy tip is not to think of it as the other side of the road, but to think that the “white line” (or centre dividing line on the road) is on your side as the driver, just as it is in all countries. It is recommended that you take one or two driving lessons in Australia before you begin to drive here on your own.

**Owning a Car**
Registration

Any motor vehicle you own must be registered before you drive it on the road. You must register it in your name and provide the State car registration board with your driver's licence details and your residential address in Australia.

Insurance

It is recommended that you have car insurance if you own a car, this will protect you if you have an accident that is your fault as it will help pay for any damage you may have caused to your car or another car.

Speed

There are very obvious reasons for having speeding and traffic rules. The risk of being involved in an accident increases with the speed a vehicle is being driven because there is less time to react, less control of the vehicle and the distance needed to stop is longer. The higher the speed a vehicle is travelling when it hits a pedestrian, the greater the chance of a fatality occurring. Speed kills.

Mobile Phones and Driving

The use of mobile phones when driving is dangerous, against the law if it's not hands-free, and potentially fatal. This applies to sending or receiving text messages as well as calls. Operating a mobile phone while driving makes you nine times more likely to be killed in a collision. Police actively target the use of mobile phones by motorists. Fines are considerable and demerit points penalties do apply. You should be aware of how to legally use a mobile phone while driving.

Demerit Points Scheme

The Demerit Points Scheme is a national program that allocates penalty points (demerits) for a range of driving offences. The scheme is designed to encourage safe and responsible driving. Along with financial penalties, demerit points provide a strong incentive to drive within the law. Different offences have a different number of demerit points. A complete list of all offences, demerit points and fines can be downloaded from the related links section.

Licence Requirements

In most States/Territories of Australia if you hold a current driver licence from another country, you are allowed to drive on your overseas licence as long as:

You remain a temporary overseas visitor
Your overseas licence remains current
You have not been disqualified from driving in that State or elsewhere and
You have not had your licence suspended or cancelled or your visiting driver privileges withdrawn.

Most overseas visitors are not required to obtain an Australian licence if you comply with these conditions and can continue to prove your genuine visitor status to State Police if required.

Note: If you are a licence holder from New Zealand, you must obtain an Australian driver licence within three months of residing in Australia or you must stop driving.
When driving in NSW you must carry your overseas driver licence. Your licence must be written in English or, if the licence is not in English, you must either carry an English translation or an International Driving Permit.

If you are a temporary overseas visitor and you wish to obtain an Australian licence seek advice from your local Police Station.

27. Adjusting to Life in Australia

While living and studying abroad may be an exciting adventure, it can also present a range of challenges. Having decided to study and live in Australia you will be undertaking adjustments in many areas of your life including cultural, social and academic. It is also important to remember that while these changes are occurring you will be embarking upon a new semester of study (for many of you in a different language) and be away from your usual supports, networks and resources. Adjustment to a new country and culture is a process that occurs gradually and takes time. The values, beliefs, traditions and customs of your home country may vary greatly from those in Australia and adapting to the Australian way of life may take some time.

Listen, observe and ask questions
Adjustment to a new culture and way of life takes time. Allow yourself time to observe those around you and patterns of both verbal and non-verbal communication. Don’t be afraid to ask questions if there are things you do not understand as this will reduce the chance of confusion or misunderstandings.

Become involved
Make an effort to meet people and become involved in groups both on campus and in the wider community. Maintain an attitude of openness to new situations and experiences. Establishing friendships and joining groups is the best way to experience and learn about Australian culture and will certainly mean you have a richer and more enjoyable time here.

Try to maintain a sense of perspective
When confronted with difficulties remind yourself that living and studying abroad is a challenge and it is normal to feel stressed, overwhelmed and out of your depth at times. Try to recall or make a list of the reasons you initially wanted to study abroad in the first place. Listing positive events or changes within yourself that have occurred since you arrived may also assist with getting things in perspective.

Maintain some of the routines and rituals you may have had in your home country.
This can include small things such as continuing to drink a certain type of coffee or tea or eating specific foods. It may also include maintaining involvement in bigger events such as celebrating a national day in your country of origin with a group of friends or finding a cultural group related to your home country for support.

Keep lines of communication open with those at home.
Communicating with those at home regularly about your experiences of study and life in Australia, through emails, telephones and letters, is vital. Not only does it help to keep you connected with important social supports, it also assists your friends and family to understand your experiences which will smooth the transition when you return home.

Sense of humour
Importantly, remember that living in a different culture means you will inevitably find yourself in a range of unusual and often confusing situations. Being able to laugh in these situations will remind you that it takes time to understand different cultures and that it is ok to make mistakes.

**Ask for help**
Don’t be afraid to ask for assistance or support if you need it. In addition to the Counselling Service there are many organisations set up on campus to ensure you have a successful and enjoyable time in Australia.

**Finally, relax and enjoy the journey!**

### 28. Public Holidays & Special Celebrations

Australians hold certain days each year as special days of national meaning. We may recognise the day with a holiday for everyone or we can celebrate the day as a nation with special events. Most States and Territories observe some of the public holidays on the same date. They have others on different dates or have some days that only their State or Territory celebrates. In larger cities, most shops, restaurants and public transport continue to operate on public holidays. In smaller towns, most shops and restaurants close.

**New Year**
Australians love to celebrate New Year. There are festivals, celebrations and parties all over the country to welcome in the New Year. Sydney Harbour and Sydney Harbour Bridge have become synonymous with New Year celebrations in Australia the fireworks display is considered to be one of the best in the world. January 1 is a public holiday.

**Australia Day**
Australia Day, January 26, is the day we as a people and place celebrate our nationhood. The day is a public holiday. The day European people.

**Anzac Day**
Anzac Day is on April 25 the day the Australian and New Zealand Army Corps (ANZAC) landed at Gallipoli in Turkey in 1915 during World War 1. This day is set apart to hold dear the memory of those who fought for our nation and those who lost their life to war. The day is a public holiday. We remember with ceremonies, wreath laying and military parades. You will find that many towns have an ANZAC Day parade and ceremony culminating in the laying of memorial wreaths at a monument or war memorial.

There are also many other public holidays and special celebrations in Australia for you to explore!
29. Home Fire Safety

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation.

Follow the fire safety tips below to help you reduce the chance of fire in your accommodation:

**Smoke Alarms**

When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You MUST have a smoke alarm where you live, it is the law. All homes must have a smoke alarm on each level. Landlords are legally responsible for installation of alarms in rental properties. Tenants are responsible for testing and maintaining alarms. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.

Look after your smoke alarm, it can save your life.

- Test your smoke alarm monthly by pressing the test button.
- DON’T remove the battery
- DON’T take the smoke alarm down
- DON’T cover the smoke alarm
- Replace the battery in your smoke alarm yearly.
- Regularly vacuum over and around your smoke alarm to remove dust and debris to keep it clean.
- If there is no smoke alarm or it does not work report it to your landlord.

**Plan Your Escape**

In a Fire:
1. Get down on the floor. Crawl to the door.
2. Get out of your room.
3. Close the door. This prevents smoke and fire from spreading
4. Alert others.
5. When outside stay out.
6. Call 000.

30. COVID-19 advice

Prior to departing to Australia, international students ensure they follow the COVID19 vaccine protocol required by the Border Protection, which include:

- Fully vaccinated and obtain your foreign vaccination certificate
- Complete an Australian Travel Declaration at least 72 hours before your flight
- Undertake a pre-departure COVID-19 test

Further information on COVID related preparation to travel to Australia from overseas can be found from: https://covid19.homeaffairs.gov.au/preparing-to-travel-to-australia-from-overseas

GBCA requires that students who are attending onsite are fully vaccinated, unless they have evidence of a valid medical exemption.

Students must provide evidence of full vaccination (or exemption) once, prior to their first attendance onsite.
Students, trainees, apprentices, and volunteers who are participating in study that cannot be conducted remotely and are therefore unable to study remotely (that is, for hands-on, practical learning), do not need to provide evidence that they are fully vaccinated to learn onsite.

During the COVID lockdown, GBCA will deliver training via real time learning Zoom. GBCA has a COVID safety plan in place to minimize the risk of COVID transmission, which include:

- actions to help prevent the introduction of COVID-19 to the learning environment
- the type of face mask or personal protective equipment (PPE) required for learning environment
- how GBCA will prepare for, and respond to, a suspected or confirmed case of COVID-19
- how GBCA will meet all the requirements set out by the Victorian Government.


If you are in Australia and you contracted COVID19, please follow the government advice on how to manage COVID-19 at home.

### 31. Completion within the Expected Duration of Study

At the time of initial enrolment each student will be furnished with a training program schedule which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register.

After the completion of each study period student results will be entered on the student database and a progress report generated for each student whose progress has fallen behind the training program schedule.

Each student identified as falling behind the training program schedule will be interviewed, an intervention strategy implemented, and have their program reviewed by the Training Manager and modified in order to ensure they will complete within the expected duration. Strategies to be considered for achieving the outcome will include:

- Resitting assessments
- Undertaking additional units in subsequent study periods to “catch up” with their training program schedule.
- Optional holiday programs

A copy of the modified program and a written explanation of the need for the modified program will be provided to the student and placed on the student’s file.

If a student’s program cannot be modified so that they will complete within the expected duration of study as recorded on their Confirmation of Enrolment, they will be deemed to be at “at risk” of not meeting satisfactory course progress requirements and placed on an intervention strategy as documented elsewhere in the Course Progress and Intervention Strategy.

GBCA may implement an intervention strategy at any time it is identified a student is ‘at risk’ of not completing their course in the duration of their Confirmation of Enrolment (COE). Refer to Policy and Procedure 15 ‘course progress and intervention strategy’ for detailed information.
Appendix 1. Qualification Grading Categories (Form TL017)

Global Business College of Australia
RTO No. 41292
CRICOS Provider No. 03343D

C   Competent
NYC  Not Yet Competent
CT   Credit Transfer
RPL  Recognition of Prior Learning
W    Withdrawn

Appendix 2. Fire evacuation plan

337 Latrobe Street – Ground Floor
Assembly Area

337 Latrobe Street – First Floor
Assembly Area

337 Latrobe Street – Second Floor
Assembly Area
### Appendix 3. Service Table

<table>
<thead>
<tr>
<th><strong>ABORIGINAL SERVICES</strong></th>
<th>Victorian Disability Advisory Council (VDAC) 1300 880 043 or (03) 9096 7816</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Commonwealth Respite &amp; Carelink Centre 1800 052 222</td>
</tr>
<tr>
<td></td>
<td>Disability Services Australia (DSA) 1300 372 121</td>
</tr>
<tr>
<td></td>
<td>Combined Pensioners and Superannuants Assoc. 1800 451 488</td>
</tr>
<tr>
<td><strong>ACCOMMODATION SERVICES</strong></td>
<td><strong>CALD SERVICES</strong></td>
</tr>
<tr>
<td></td>
<td>Centrelink (Multilingual Call) 131 202</td>
</tr>
<tr>
<td></td>
<td>Translating &amp; Interpreting Service Telephone (24 hr) 131 450</td>
</tr>
<tr>
<td></td>
<td><strong>CONSULAR EMERGENCY HELPLINE</strong></td>
</tr>
<tr>
<td></td>
<td>1300 555 135 within Australia or +61 2 6261 3305</td>
</tr>
<tr>
<td></td>
<td>from outside Australia or SMS +61 421 269 080</td>
</tr>
<tr>
<td></td>
<td><strong>DRUG &amp; ALCOHOL SUPPORT</strong></td>
</tr>
<tr>
<td></td>
<td>Directline (Alcohol &amp; Drug counseling and referral) 1800 888 236</td>
</tr>
<tr>
<td></td>
<td>Family Drug Help &amp; Helpline 1300 368 186</td>
</tr>
<tr>
<td></td>
<td>Drug Information Hotline1300 85 85 84</td>
</tr>
<tr>
<td></td>
<td><strong>EMERGENCY CONTACT</strong></td>
</tr>
<tr>
<td></td>
<td>Ambulance/Fire/Police 000</td>
</tr>
<tr>
<td></td>
<td>Lifeline 13 11 14</td>
</tr>
<tr>
<td></td>
<td>Men's line Australia 1300 78 99 78</td>
</tr>
<tr>
<td></td>
<td>Salvo Care Line 13 72 58</td>
</tr>
<tr>
<td></td>
<td>Kids Help line 1800 55 180</td>
</tr>
<tr>
<td></td>
<td>Child abuse Prevention Services 1800 688 009</td>
</tr>
<tr>
<td></td>
<td>Suicide Call back Service 1300 659 467</td>
</tr>
<tr>
<td></td>
<td><strong>EMPLOYMENT</strong></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.seek.com.au">www.seek.com.au</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.jobsearch.gov.au">www.jobsearch.gov.au</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://au.indeed.com/">http://au.indeed.com/</a></td>
</tr>
<tr>
<td></td>
<td><a href="http://www.careerone.com.au">www.careerone.com.au</a></td>
</tr>
<tr>
<td></td>
<td><strong>FAMILY SUPPORT SERVICES</strong></td>
</tr>
<tr>
<td></td>
<td>Parentline Victoria 132 289</td>
</tr>
<tr>
<td></td>
<td>Family Relationships Advice Line 1800 050 321</td>
</tr>
<tr>
<td></td>
<td>Anglicare Vic 1800 809 722</td>
</tr>
<tr>
<td></td>
<td>St Vincent de Paul Family Assistance Line 1800 606 724</td>
</tr>
<tr>
<td></td>
<td><strong>HEALTH SERVICES</strong></td>
</tr>
<tr>
<td></td>
<td>Victorian AIDS Council (03) 9865 6700</td>
</tr>
<tr>
<td></td>
<td>Arthritis and Osteoporosis Victoria 1800 263 265</td>
</tr>
<tr>
<td></td>
<td>Victorian Healthcare Association (03) 9094 7777</td>
</tr>
<tr>
<td></td>
<td>Royal Melbourne Hospital (03) 9342 7000</td>
</tr>
<tr>
<td></td>
<td>Royal Victorian Eye and Ear Hospital (03) 9929 8666</td>
</tr>
<tr>
<td></td>
<td>Australian Red Cross (03) 9345 1800</td>
</tr>
<tr>
<td></td>
<td>The Royal Women's Hospital (03) 8345 2000</td>
</tr>
<tr>
<td></td>
<td>The Royal Children's Hospital (03) 9345 5522</td>
</tr>
<tr>
<td></td>
<td>Find a GP: <a href="http://www.mydr.com.au">www.mydr.com.au</a></td>
</tr>
<tr>
<td></td>
<td><strong>LANGUAGE, LITERACY AND NUMERACY SERVICES</strong></td>
</tr>
<tr>
<td></td>
<td>Mission Australia – Skills for Education Program 1800 8888 68</td>
</tr>
<tr>
<td></td>
<td>Australian Government Department of Human Services:</td>
</tr>
<tr>
<td></td>
<td><strong>LEGAL SERVICES</strong></td>
</tr>
<tr>
<td></td>
<td>Victoria Legal Aid 1300 792 387</td>
</tr>
<tr>
<td></td>
<td>Women's Legal Service Victoria (03) 8622 0600</td>
</tr>
<tr>
<td></td>
<td><strong>MENTAL HEALTH</strong></td>
</tr>
<tr>
<td></td>
<td>Department of Human Services-Mental Health</td>
</tr>
<tr>
<td></td>
<td>Mental Health Foundation of Australia (Victoria) 1300 650 172</td>
</tr>
<tr>
<td></td>
<td>SANE Australia 1800 18 7263</td>
</tr>
<tr>
<td></td>
<td><strong>SEXUAL ASSAULT</strong></td>
</tr>
<tr>
<td></td>
<td>Sexual Assault Crisis Line 1800 806 292</td>
</tr>
<tr>
<td></td>
<td>Victorian Centre Against Sexual Assault (CASA) Forum</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.casa.org.au">www.casa.org.au</a></td>
</tr>
<tr>
<td></td>
<td><strong>TRANSPORT</strong></td>
</tr>
<tr>
<td></td>
<td>Public Transport Victoria 1800 800 007</td>
</tr>
<tr>
<td></td>
<td>Taxi Cab Service 132 227</td>
</tr>
<tr>
<td></td>
<td>Silver Top Taxi 131 008</td>
</tr>
<tr>
<td></td>
<td><strong>AGED &amp; DISABILITY SERVICES</strong></td>
</tr>
<tr>
<td></td>
<td>Aged and Disability Home Care Support 1300 589 880</td>
</tr>
<tr>
<td></td>
<td>My Aged Care 1800 200 422</td>
</tr>
<tr>
<td></td>
<td>Aged Care Quality Agency 1800 288 025</td>
</tr>
<tr>
<td></td>
<td>Aged Care Complaints Scheme 1800 550 552</td>
</tr>
<tr>
<td></td>
<td><strong>EMPLACEMENT SERVICES</strong></td>
</tr>
<tr>
<td></td>
<td>Mission Australia – Skills for Education Program 1800 8888 68</td>
</tr>
<tr>
<td></td>
<td>Australian Government Department of Human Services:</td>
</tr>
<tr>
<td></td>
<td><strong>LEGAL SERVICES</strong></td>
</tr>
<tr>
<td></td>
<td>Victoria Legal Aid 1300 792 387</td>
</tr>
<tr>
<td></td>
<td>Women’s Legal Service Victoria (03) 8622 0600</td>
</tr>
<tr>
<td></td>
<td><strong>MENTAL HEALTH</strong></td>
</tr>
<tr>
<td></td>
<td>Department of Human Services-Mental Health</td>
</tr>
<tr>
<td></td>
<td>Mental Health Foundation of Australia (Victoria) 1300 650 172</td>
</tr>
<tr>
<td></td>
<td>SANE Australia 1800 18 7263</td>
</tr>
<tr>
<td></td>
<td><strong>SEXUAL ASSAULT</strong></td>
</tr>
<tr>
<td></td>
<td>Sexual Assault Crisis Line 1800 806 292</td>
</tr>
<tr>
<td></td>
<td>Victorian Centre Against Sexual Assault (CASA) Forum</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.casa.org.au">www.casa.org.au</a></td>
</tr>
<tr>
<td></td>
<td><strong>TRANSPORT</strong></td>
</tr>
<tr>
<td></td>
<td>Public Transport Victoria 1800 800 007</td>
</tr>
<tr>
<td></td>
<td>Taxi Cab Service 132 227</td>
</tr>
<tr>
<td></td>
<td>Silver Top Taxi 131 008</td>
</tr>
</tbody>
</table>
Appendix 4. Unique Student Identifier Fact Sheet

RTO–Student Information for the Unique Student Identifier

USI..bringing your skills together

All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

A USI gives students access to their online USI account which is made up of ten numbers and letters. It will look something like this: 5AW889HY0US.

In time your USI account will contain all of a student's nationally recognised training records and results from 1 January 2015 onwards. A student’s results from 2015 will be available in their USI account in 2016.

When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life.

Students can access their USI account online from a computer, tablet or smart phone anywhere and anytime.

Who needs a USI?

Students who need a USI include:

• students who are enrolling in nationally recognised training for the first time;
• school students completing nationally recognised training; and
• students continuing with nationally recognised training.

A student who is continuing study is a student who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a student creates their USI they will be able to:
• give their USI to each training organisation they study with;
• view and update their details in their USI account;
• give their training organisation permission to view and/or update their USI account;
• give their training organisation view access to their transcript;
• control access to their transcript; and
• view online and download their training records and results in the form of a transcript.

For international, overseas or offshore students please visit usi.gov.au for more information.
How to get a USI
It is free and easy for students to create their own USIs online.
While students may create their own USI, training organisations are also able to create USIs for students. Training organisations should do this as part of the enrolment process when students begin studying. Where this service is provided, training organisations will let students know.

Steps to create a USI
The following steps show how students can create a USI:

Step 1 Have at least one and preferably two forms of ID ready from the list below:
- Driver’s Licence
- Medicare Card
- Australian Passport
- Non-Australian Passport (with Australian Visa)
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

IMPORTANT: To make sure we keep all a student’s training records together, the USI will be linked to the student’s name as it appears on the form of ID used to create the USI. The personal details entered when a student creates a USI must match exactly with those on their form of ID.

If a student has no proof of ID from the list above, they will be required to contact their training organisation about other forms of ID they can accept to help a student get a USI.

Step 2 Have contact details ready (e.g. email address, or mobile number, or address).

Step 3 Visit the USI website at: usi.gov.au.

Step 4 Select ‘Student Entry’ and then Select ‘Create a USI’ link and follow the steps.

Step 5 Agree to the Terms and Conditions.

Step 6 Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the student’s preferred method of contact.

Step 7 The student should then write down the USI and keep it somewhere handy and safe.

More information
For more information please visit: usi.gov.au
Or contact us at: usi@education.gov.au
Phone: 1300 857 536
To view this document online please visit: usi.gov.au