



INTERNATIONAL STUDENT HANDBOOK

ZOI Education Pty Ltd

48 Flemington Road, Parkville VIC 3052

Phone: +61 3 8347 4100

RTO ID: 45174

CRICOS ID: 03611D

This page is intentionally blank.

TABLE OF CONTENTS

Welcome.....	4
Studying Through ZOI Education	4
Our Obligation as your RTO.....	4
Living and Studying in Australia	10
Admissions and Enrolment.....	10
Unique Student Identifier (USI)	11
Visas	11
Visa Conditions.....	11
Arranging Travel and Documents to Bring	12
Entry into Australia	12
Arriving in Australia	12
Accommodation.....	14
Bringing your Family with You	14
Health	16
Working in Australia	18
Living Costs in Australia	18
Budgeting	18
Shopping	18
Clothing	19
Fees and Refunds	20
Credits	23
Recognition of Prior Learning.....	24
Assessment.....	25
Student plagiarism, cheating and collusion	26
Student Orientation and Support Services.....	26
Welfare services	27
External Support Services	27
Maintaining your Enrolment and Course Progress	28
Course Transfer.....	29
Deferral, suspension and cancellation	31
Deferral and suspension of studies	31
Change in visa status	34
Your Feedback	34
Student code of conduct.....	34
Social Media policy.....	36
Work Placement Requirements.....	36
Legislations and you.....	38
Access to Your Records.....	42
Complaints and Appeals Policy.....	43
Issuing of certification documents	45
Student Forms	46

WELCOME

Welcome to ZOI Education. We look forward to helping you develop your vocational skills and knowledge to prepare you for a rewarding career in the early childhood education and care industry.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with ZOI Education including important policies and procedures that you need to be aware of.

ZOI Education has been established with a primary purpose of providing vocational education and training programs to the early childhood industry. Our vision is to provide high quality training and assessment services with the intent of issuing competent learners with nationally recognised qualifications and/or statements of attainment. The first part of this Handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

STUDYING THROUGH ZOI EDUCATION

ZOI Education is an established training organisation that places a strong emphasis on providing excellent levels of education coupled with continued practical placements. Our trainers have extensive experience in Early Childhood Education and are passionate and committed to the delivery of our course. Our emphasis is on igniting the passion within our students and ensuring they understand the importance of their role in shaping the children of the future.

OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework as well as the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code).

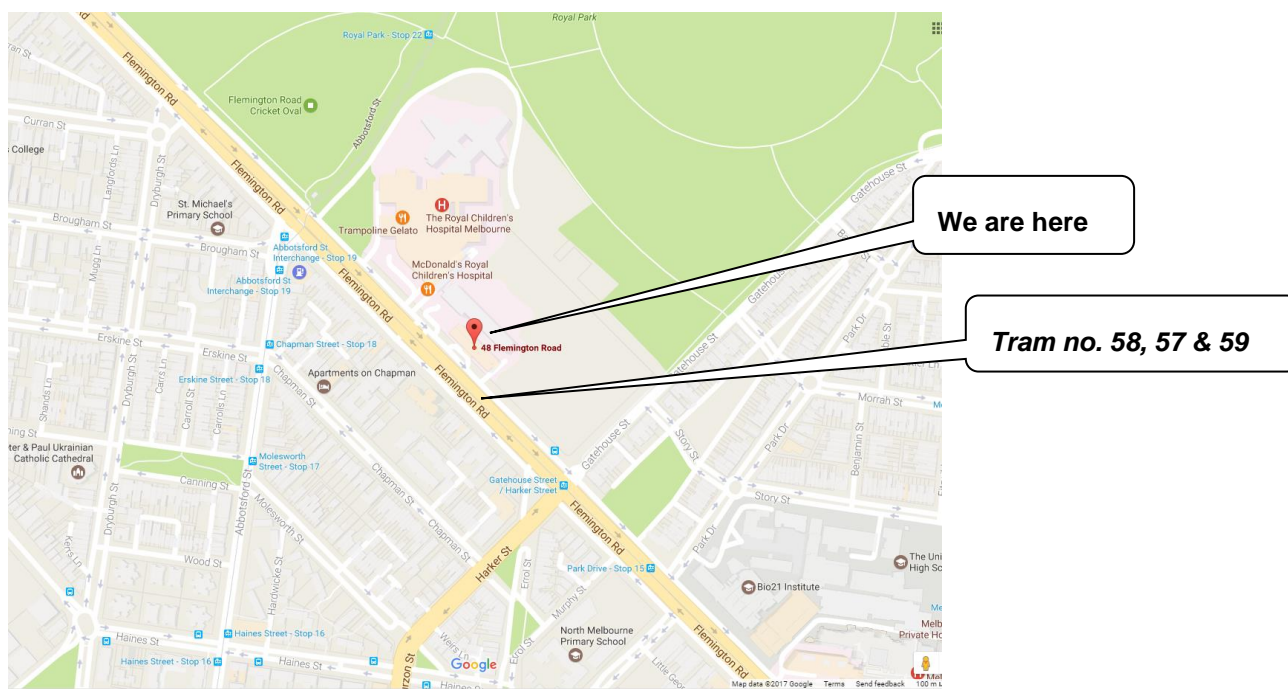
To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with Australian Skills Quality Authority (ASQA) upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers, education agents and sales people where applicable.

As a Registered Training Organisation we have the responsibility to issue your Australian Quality Framework (AQF) certification documents in line with our issuance policy as outlined in this Handbook.

should you feel that somehow, we have not delivered our services as intended to be, we would encourage you to seek further clarifications from policies outlined in this Student Handbook or talk to our administrative staff members. Additionally, our complaints and appeals policies will provide guidance on further escalate your concerns.

CAMPUS LOCATION

Training for ZOI Education are at 48 Flemington Road, Parkville, VIC 3052, located in the Royal Children's Hospital Commercial Precinct on the Ground Floor.



Finding the training rooms

Once inside the building (on the ground floor) walk towards Bambini's Early Learning Centres, turn left keep going until you see signs for ZOI Education.

Refer to this link for a map of the building:
http://www.rch.org.au/uploadedFiles/Main/Content/info/Visitor_Directory_Map.pdf

Parking:

Abundant car parking is available beneath the building, via entry (4) from Flemington Road. To gain entry, take a ticket from the ticket box at the boom gate and the gate will open.

From the car park the blue lifts take you to the training center (turn left once you reach the ground floor to find ZOI Education).

More information about parking: http://www.rch.org.au/info/az_guide/Car_parking/

Royal Children's Hospital Car Park and Security office +61 3 9345 9488

- Location - East Building, Lower Ground (Underwater), next to Emergency
- Open - Open 24 hours, seven days a week
- Street parking

There is limited short term free and metered parking close to the hospital on selected streets in Parkville and North Melbourne, however be mindful that City of Melbourne parking officers are very vigilant in these areas. Read all signage carefully, as some areas may be clearways, tow away zones or permit zones during specific hours.

For more information, please visit The City of Melbourne website (www.melbourne.vic.gov.au) or telephone (03) 9658 9658.

Transport:

Flemington Road tram routes – Tram No. 57, 58 & 59

Nearest Metropolitan Train Stations:

- Flemington Bridge
- Macaulay
- North Melbourne

Visit Public Transport Victoria Website to plan your trip <https://www.ptv.vic.gov.au/>

CONTACT INFORMATION AND EMERGENCY CONTACTS

ZOI Education Main Contact Details

Postal & Office Address: 48 Flemington Rd, Parkville, Victoria, 3052 Phone: 8347 4100

Royal Children's Hospital Building Security

Building security for the hospital is provided by Spotless Services.

Security control room - East Building, Lower Ground (Underwater), next to Emergency

- **Emergencies** – Ph: +61 3 **9345** 9123
- **Non-emergencies** - Ph: +61 3 9345 9489

OFFICE HOURS

Monday - Friday 9.00am – 5:30pm

STUDENT SUPPORT COORDINATOR

Erisa Haitaka

Phone: +61 3 8347 4100

Email: studentsupport@zoi.vic.edu.au

Emergency Telephone Numbers

- | | |
|---|-----------------------------|
| • Emergency Services - Police, Fire and Ambulance | <i>Phone: 000</i> |
| • Police Headquarters (24 hr) | <i>Phone: 131 444</i> |
| • Local police station (24 hr) 36 Wrecklyn Street, Nth Melbourne (10min walk) | <i>Phone: 8379 0800</i> |
| • Lifeline (24 hr crisis counselling line) | <i>Phone: 131 114</i> |
| • Victorian Poisons Information Centre (24 hrs) | <i>Phone: 13 11 26</i> |
| • Nurse on Call (24 hrs – free health advice anywhere in Victoria) | <i>Phone: 1300 60 60 24</i> |

Local Medical Centers

- | | |
|---|-------------------------|
| • Parkville Medical Centre 1F Royal Parade Parkville | <i>Phone: 9342 7390</i> |
| • University Melbourne Medical Centre 138 Cardigan Street Parkville | <i>Phone: 8344 6904</i> |

Hospitals

Both of these hospitals provide 24-hour emergency services:

- The Royal Melbourne Hospital
300 Grattan Street, Parkville, Victoria
Phone: +61 3 9342 7000
<https://www.thermh.org.au/>
- St Vincent's Hospital Melbourne
41 Victoria Parade, Fitzroy, Victoria
Phone: +61 3 9231 2211
<https://svhm.org.au/home>

Local taxi companies

- 13CABS
Phone: 132 227
www.13cabs.com.au
- Silvertop
Phone: 131 008
www.silvertop.com.au

Automatic Teller Machines (ATMs):

- Cashcard ATM
50 Flemington Road, Parkville, Victoria
- Commonwealth Bank ATM
Grattan Street, Parkville, Victoria
- NAB ATM
Melbourne University, Royal Parade, Parkville, Victoria

Libraries

- Kathleen Syme Library and Community Centre
251 Faraday Street, Carlton, Victoria
Phone: 03 9658 7310
<http://www.melbourne.vic.gov.au>
- State Library of Victoria
328 Swanston Street, Melbourne, Victoria
Phone: 03 8664 7000
<https://www.slv.vic.gov.au/>

COURSES PROVIDED BY ZOI EDUCATION

ZOI Education offers the following courses:

CHC30113 CERTIFICATE III IN EARLY CHILDHOOD EDUCATION AND CARE (CRICOS CODE: 095408A)

This qualification is aimed at those who want to become an early childhood carer and educator as part of a specialist team professional of childcare workers. ZOI Education believes students should be interested in working with babies, toddlers, children and their families to ensure the child's time in childcare is safe, and the foundation of their education is effective and well supported. Students may be school leavers commencing their careers, career changers, return to workers, or anyone later in their work-life cycle who want to impact the lives of children in a childcare environment.

This qualification reflects the role of workers in a long day care centre who work within the requirements of the Education and Care Services National Regulations and the National Quality Standard. Workers will support the implementation of an approved learning framework, and support children's wellbeing, learning and development. Depending on the setting, educators may work under direct supervision or autonomously.

Duration: This course will be run full time over 12 months.

The delivery period will run on the same timeline for Victorian public-school terms set out by the department of Education and training.

Entry Requirements: This course does not have training package defined entry requirements, however ZOI Education requires that students:

- Are at least 18 years' old when the course is due to start *
- Have a valid student visa (subclass 500), more information about this visa is here: <https://www.border.gov.au/Trav/Visa-1/500->
- Have completed and passed a minimum Year 10 (or equivalent)
- Have a suitable level of digital literacy skills (demonstrated by undertaking the free online test here: <http://www.digitalliteracy.eu> a minimum score of 60% is required
- Are able to demonstrate a level of language, learning and numeracy skills suitable to this course (test to be administered by ZOI Education which includes written assessment and skype interview)
- Are able to provide evidence of an IELTS score of 5.5 or equivalent [1] (test results must be no more than 2 years old) OR be able to provide any of the following evidence of English Language competence:
 - that they were educated for 5 years in an English-speaking country.
 - that they have successfully completed the College English Placement Test.
 - that they have successfully completed their Year 12 or equivalent in English Language.
- Meet these additional requirements to ensure they are able to work in an early learning centre:
 - Have held some type of employment e.g. part-time, full-time or casual for a minimum of 6 months.
 - Have a current working with children check (WWCC)

Applications: If you wish to apply for this course, please complete an Application Form which can be completed from the ZOI Education Head Office and returned via post or in person.

^[1]Details of acceptable IELTS equivalency are available here: <https://secure.vec.bc.ca/toefl-equivalency-table.cfm>

* ZOI Education will consider accepting students under the age of 18 in accordance with Standard 3 of the National Code 2018

CHC50113 DIPLOMA OF EARLY CHILDHOOD EDUCATION AND CARE (CRICOS CODE: 095409M)

This qualification reflects the role of early childhood educators who are responsible for designing and implementing curriculum in early childhood education and care services. In doing so, they work to implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard.

They may have responsibility for supervision of volunteers or other staff.

Duration: This course will be run full time over 24 months.

The delivery period will run on the same timeline school terms set out by the department of Education and training.

Entry Requirements: This course does not have training package defined entry requirements, however ZOI Education requires that students:

- Are at least 18 years' old when the course is due to start *
- Have a valid student visa (subclass 500), more information about this visa is here: <https://www.border.gov.au/Trav/Visa-1/500->
- Have completed and passed a minimum Year 10 (or equivalent)
- Have a suitable level of digital literacy skills (demonstrated by undertaking the free online test here: <http://www.digitalliteracy.eu> a minimum score of 60% is required)
- Are able to demonstrate a level of language, learning and numeracy skills suitable to this course (test to be administered by ZOI Education which includes written assessment and skype interview)
- Are able to provide evidence of an IELTS score of 5.5 or equivalent [1] (test results must be no more than 2 years old) OR be able to provide any of the following evidence of English Language competence:
 - that they were educated for 5 years in an English-speaking country.
 - that they have successfully completed the College English Placement Test.
 - that they have successfully completed their Year 12 or equivalent in English Language.
- Meet these additional requirements to ensure they are able to work in an early learning centre:
 - Have held some type of employment e.g. part-time, full-time or casual for a minimum of 6 months.
 - Have a current working with children check (WWCC)

Applications: If you wish to apply for this course, please complete an Enrolment Form which can be obtained from the ZOI Education Head Office and returned via post or in person.

^[1]Details of acceptable IELTS equivalency are available here: <https://secure.vec.bc.ca/toefl-equivalency-table.cfm>

* ZOI Education will consider accepting students under the age of 18 in accordance with Standard 3 of the National Code 2018

LIVING AND STUDYING IN AUSTRALIA

You can find lots of useful information about living and studying in Australia at www.studyinaustralia.gov.au. The web site also includes a useful guide about studying and living in Australia that you can download. Some of the information included on this website is also included in this guide.

As part of your orientation program, you will also be provided with information to assist you with adjusting to study and life in Australia, including information about living and studying in Parkville.

ADMISSIONS AND ENROLMENT

ZOI Education accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enroll on a course, you must complete an *Application form*. This form can be obtained by contacting ZOI Education head office. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated on the enrolment form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

English language competence can also be demonstrated through documented evidence of any of the following:

- You were educated for 5 years in an English-speaking country
- You have completed at least 6 months of a Certificate IV level course in an Australian RTO
- You have completed the College English Placement Test
- You have successfully completed your High School in the English Language

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Handbook on Credit Transfer and Recognition of Prior Learning.

Once you have completed your *Application form* and gathered all the necessary documentary evidence, post or electronically forward all information to ZOI's head office. Your application will be processed and you will be contacted within 10 days with an outcome and confirmation.

On approval of your application, you will be sent a *Letter of Offer and Student Agreement form*, detailing the terms and conditions of your enrolment, the respective course details that you wish to enrolled in, the fee structure and respective payment plans, any additional requirements and other useful information for you to review and consider. To confirm your enrolment, you will need to sign and return the agreement to ZOI's head office, along with a non-refundable deposit, application fee and materials fee, that are outlined on this form.

An electronic *Confirmation of Enrolment (eCoE)* will be issued once ZOI has received the signed written agreement and non-refundable fees from you, as well as evidence of Overseas Student Health Cover and any additional documentation requested by our office. During your orientation day you will also need to complete an *Enrolment Form* and any other forms required for your training and work placement, which will be provided to you.

UNIQUE STUDENT IDENTIFIER (USI)

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

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

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

If you would like to create your own USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

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

NOTE: The USI is different from the Student Number you will receive from ZOI Education, detailed on your student card.

VISAS

Once you receive your electronic Confirmation of Enrolment (eCoE), you will need to apply for your visa with the Department of Home Affairs. Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/trav/visa-1/Visa-listing#Studying and training Visas>

The link explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work limitations, Overseas Student Health Cover and charges associated with the visa application. You may wish to nominate a registered migration agent to assist you with your application or contact ZOI to refer you to a range of education agents who can assist you with enrolment process. Please ensure adequate time between submission of your application and the commencement of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a refund for the fees that you have paid, except the administrative fee.

VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Your visa is subject to a number of visa conditions that you must comply with. Breaching a visa condition may result in the cancellation of your visa. Further information about your visa condition can be found from this link

<https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions> Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study
- Only work if you have been given permission to do so as part of your visa grant
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify ZOI Education of your Australian address and any subsequent changes of address within 7 days
- Complete the course within the duration specified in the eCoE
- If you are a student visa holder under 18 years of age who is being neither accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider

- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution

ARRANGING TRAVEL AND DOCUMENTS TO BRING

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

The nearest airport for you to arrive at is Melbourne Airport, Tullamarine, Victoria.

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

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

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, we recommend that you make copies of all your travelling documents that can be left behind with family, and sent to you if required.

ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back to you.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the “Lost Property” counter within the airport will help you find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the airplane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

For further information, visit www.australia.gov.au and select the Passports and Travel option.

ARRIVING IN AUSTRALIA

Travelling from Melbourne Airport to your accommodation

Airport buses: <https://www.ptv.vic.gov.au/getting-around/airport-buses/>

Taxis: <http://melbourneairport.com.au/to-from-the-airport/taxis/overview.html>

Keeping in contact

Before you leave home, you should provide your family and friends, Educational Agents and Course Provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not

change these details without informing them). Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always inform your family members where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some money once you land in Australia. There are money exchange facilities within the airport for you to use.

Once you have arrived into Melbourne you can also change more money into Australian dollars at any bank or currency exchange facility. Note, that opens on Saturday for limited services and regular transactions

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting:

<http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>.

ACCOMMODATION

Rentals:

- www.student-accommodation.com.au
- www.homestay.com.au
- www.airbnb.com.au

Apartments:

- www.unilodge.com.au

BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.homeaffairs.gov.au.

Where you have dependent children that need to attend childcare or school, you should be aware of the following potential costs:

Typical approximate childcare costs in Melbourne are as follows:

- Centre-based childcare AUD\$80 to AUD\$120 per day
- Family day care AUD\$6 to AUD\$10 per hour offered by Councils
- Nannies AUD\$20 to AUD\$30 per hour
- Au pairs (living in your home) AUD\$200 to AUD\$250 per week

Find out more at:

<http://www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/childcare#.V7EKu49OKUk>

For children who are aged 4-5 please check the information about kindergartens:

<http://www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/kindergartens#.V7EL5o9OLQs>

If you have children who are school age (ages 6-17), please find out about school types, costs and application processes on the following sites:

Primary Schools:

<http://www.liveinvictoria.vic.gov.au/living-in-victoria/education-and-childcare/primary-schools#.V7ELF49OLQs>

Secondary Schools:

<https://liveinmelbourne.vic.gov.au/live/education-and-childcare/high-schools>

You should also be aware that the above costs for childcare and schooling are in addition to any day to day living costs in Australia. Please refer to the section in the handbook titled Living Costs in Australia for additional information.

HEALTH

Emergencies

For emergencies such as fire, ambulance or police, call 000. When you dial 000, you will be asked whether you want you wish to be directed to fire brigade, paramedics/ambulance or police services. You will also be asked for your name and address and telephone number.

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

Phone: 000

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.

Phone: 000

Ambulance

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

Phone: 000

Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

(Hospital contact details near our campus are listed in the Hospitals section of this handbook).

Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to arrange OSHC before you come to Australia to cover you for your entire stay in Australia. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

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

- Australian Health Management OSHC www.ahmoshc.com
- BUPA Australia www.overseasstudenthealth.com
- Medibank Private www.medibank.com.au/Client/StaticPages/OSHCHome.aspx

- OSHC World care www.oshcallianzassistance.com.au
- NIB OSHC www.nib.com.au/overseas-students

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

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

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

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

LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

From 1 July 2012, the basic rate of living costs under the Migration regulations increased. Under these regulations' prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- AUD\$18,610 a year for the main student
- AUD\$6,515 a year for the student's partner
- AUD\$3,720 a year for the student's first child
- AUD\$2,790 a year for every other child and where required

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information visit the Department of Home Affairs website.

BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Adhering to a sensible and realistic budget will ensure that you maximise your available funds.

Read more about budgeting at <https://www.moneysmart.gov.au/>.

WORKING IN AUSTRALIA

As a student visa holder, you are allowed to work up to 40 hours a fortnight during term time and as many hours as you like during holidays. More detailed information is available at the Department of Home Affairs web site.

Visit the following website to find out more about working in Australia, including how to find a job.

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

SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day, seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, Foodworks, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Below is a list of indicative costs for everyday grocery products in Melbourne as listed on Australia Food Inflation Data 2016-2018 <https://tradingeconomics.com/australia/food-inflation>

- loaf of bread – AUD\$2.50 to AUD\$3.00;
- two liters of milk – AUD\$2.20 to AUD\$2.90;
- newspaper – AUD\$1.50 to AUD\$3.00;
- box of breakfast cereal – AUD\$3.00 to AUD\$4.00;
- jar of instant coffee – AUD\$3.00 to AUD\$4.00;
- bottle of soft drink – AUD\$1.50 to AUD\$3.00;
- bottle of shampoo – AUD\$2.50 to AUD\$4.50;
- bar of soap – AUD\$1.50 to AUD\$2.50;
- one apple – 50 cents to 80 cents;
- one banana – 60 cents to 90 cents;
- beef (500 grams) – AUD\$7.00 to AUD\$8.00; and
- chicken (600 grams) – AUD\$7.00 to AUD\$8.00

CLOTHING

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart, Target and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

FEES AND REFUNDS

Protection of fees paid in advance

ZOI Education protects the fees that are paid in advance by international students in the following manner:

- All course fees will be held in a separate bank account that can only be drawn down when the student commences. The course fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system.
- ZOI Education does not require international students to pay more than 50% of course fees prior to course commencement. However, ZOI Education provides students with the opportunity to pay more than 50% of their tuition fees prior to course commencement if they wish. Where a student chooses not to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule. Note, however, that where a course is less than 25 weeks, ZOI Education will require students to pay the full cost of the course prior to course commencement.
- ZOI Education pays into the Tuition Protection Service (TPS) provided by the Australian Government. For more information visit: www.tps.gov.au.

Fees and refund information

For international students, fee information and any payment plans are always provided prior to enrolment as per the requirements of the ESOS National Code 2018. Fee information provided to international students includes:

- All relevant fee information, including fees that must be paid and payment terms
- Details of the potential for fees to change during the student's course as relevant
- Deposits and refund information and conditions relating to these
- The learner's rights as a consumer including any cooling off period

Refund information is outlined in the Student Agreement and in the Student Handbook.

Fees will only be collected once a signed copy of the signed Student Agreement is received by ZOI Education.

Inclusions in course fees

Unless otherwise specified, course fees include all the training and assessment required for students to achieve the qualification or course in which they are enrolling. Course fees will clearly itemise tuition, as well as non-tuition fees.

- Course fees include one copy of the required text books and learning materials for each student. Any optional textbooks and materials that may be recommended but not required for a course, are not included in course fees and will be an additional cost should the student wish to purchase such materials. If textbooks are lost and need to be replaced, the student will be required to cover the cost of the replacement materials – the cost is outlined on the Student Agreement where applicable.
- Course fees include the issuance of a testamur and record of results and/or statement of attainment. For additional copies or re-issuing of any of these documents an additional fee is applicable. This fee is currently \$50 per document as well as an additional \$25 where international shipping is required.

- Course fees do not include Overseas Student Health Cover or optional extras such as airport pickups. These fees are at an additional cost.

Late payments

Students who are Who requires assistance seeking alternative arrangement for tuition payment are invited to contact ZOI administrative team

Debts will be referred to a debt collection agency where fees are more than 40 days past due. ZOI Education reserves the right to suspend the provision of training and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

Student will receive tuition payment reminder via email to complete the payment within 28 days from the first notification. \$50.00 daily penalty fee will incur if payments submitted passed its 3rd notification reminder.

International students who do not pay their fees will be reported to the Department of Education and Training (DET) via PRISMS, under student default.

Refunds

All course fees, include a non-refundable material and free enrolment fees which is outlined on the Letter of Offer. These fees are non-refundable except in the unlikely situation where ZOI Education is required to cancel a course due to insufficient numbers or for other unforeseen circumstances. In this case, students will receive a full refund of their fees paid.

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to ZOI Education in writing, outlining the details and reason for their request. Students who have not completed a withdrawal form are not eligible for consideration of a refund or reduction in fees.

Refunds – international students

For international students, eligibility for a refund will be assessed as follows:

- **Circumstances in which a full refund will be paid – REFUNDS APPLY**

A full refund of any course fees paid will be provided to students in any of the following circumstances:

- a) Material fees paid prior the commencement of the course.
- b) Where a course does not start on the starting date outlined in the Letter of Offer
- c) If a student cannot commence the course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).
- d) At the discretion of Zoi Education's CEO or approved representative, when other special or extenuating circumstances have prevented the student from commencing their studies including political, civil or natural events.
- e) If an offer of a place is withdrawn by Zoi Education and this is not due to incorrect or incomplete information being provided by the student.
- f) If an international student is refused a visa (student default) prior commencement of the course, Zoi Education will provide full refund of paid deposit, tuition and material fees for the course.
- g) Where a student has not met the conditions included in the letter of offer and withdraws 0 – 28 days before course commencement, the paid deposit, tuition and material fees will be refunded.

- **Circumstances in which a partial refunds will be paid – PARTIAL REFUND**

- Partial refunds will be paid in the event of provider default. The refund will be calculated from the day of the default as per section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- Partial refunds will also be provided in the same manner as for provider default (as above) where ZOI Education fails to enter into a written agreement with a student or the Student Agreement is not compliant with the requirements of the ESOS Act or the National Code 2007.
- If an international student is refused a visa (student default) but has already commenced their course, **deposit and material fees will not be refunded**. However, tuition fees will be refunded from the day of the student default as per Section 7 of the Education Services for Overseas Students (Calculation of Refund) Specification 2014.
- If a student has supplied incorrect or misleading information and as a result ZOI Education withdraws the offer 15 days prior the commencement of the course, the student will be eligible to receive 50% refund of deposit fees paid. 25% of deposit/tuition fees will be refunded when withdrawal is made less than 15 days from intake commencement.
- Where a student withdraws from a course 15 days before the intake commencement, except for the reasons set out in section 7, then 50% of the deposit/tuition fees paid will be refunded. 25% of deposit/tuition fees will be refunded when cancellation and refund request are submitted less than 15 days from intake commencement.

- **Circumstances in which a refund will not be paid – NO REFUND**

- Administrative fees are non-refundable
- Where a student is refused a visa and the reason for the refusal was because the student did not start the course at the location on the agreed starting day or the student withdrew from the course at that location or the student did not pay the fees due.
- Where Zoi Education terminates the student's enrolment because of a failure to comply with Zoi Education's policies, misbehavior or unsatisfactory course progress or attendance.
- Where the student withdraws from the course on and after the intake commencement date.**

Outcomes of refund decisions

ZOI Education will provide the outcome of the refund assessment in writing to the student's registered address or via electronic email, outlining the decision and reasons for the decision along with any applicable refund or adjustment notice.

Students will be advised that they may appeal the refund assessment via ZOI Education's Complaints and Appeals Policy and Procedure.

Additional Fees and Charges (if required)

ZOI Education has the following additional charges which are not included in program fees. Details are also found within the written agreement signed prior to the commencement of your course.

Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the course certificate and record of results. This fee applies to each additional copy of a certificate and/or record of results. International Shipping	 \$50 per document \$25
Recognition of Prior Learning (RPL) Fees Application Fee (non-refundable) Charge per unit of competency assessed through RPL	 \$200 \$500
Additional copies of textbooks or other learning and assessment materials Textbook Other printed materials (not exceeding 100 pages)	 \$100 per book \$20 per document
Penalty Fees (late tuition payment) Apply after the date sets on the 3 rd reminder	 \$50.00 per day

COURSE CREDIT

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with ZOI Education.

ZOI Education may grant credits towards a student's course for units of competency or modules that have already been completed with another RTO or authorised issuing organisation. ZOI can also grant Credit for subjects or units completed previously, where equivalence can be established between the unit/ module in the course, and the subject or unit that has been completed previously. There are no fees and charges for Credit Transfer applications.

To apply for Course credits students must complete a *Credit Application Form* and submit it as part of their enrolment application. Whilst a student can apply for Credit at any time, it is recommended they do as part of the enrolment process, so that Credits are known upfront and the student does not undertake training that they may be exempt from. No more than **50%** of the requirements for the award can be granted for a credit based and all supporting documentation must be written in English. Units to be credited are not completed more than ten (10) years from the date that Credit Transfer is requested. For studies completed ten (10) or more years ago, the student may be required to demonstrate that the content of the studies undertaken, has remained relevant and/or that he/she has kept abreast of developments in the field(s) covered by the studies, through continuing professional development, professional practice, or by some other means.

All Credit applications must include certified copies of transcripts from previous studies. Where required and at ZOI's discretion, additional information about a subject or unit previously studied may be requested, to determine unit equivalence. Credit applications may be returned or declined if all requested information is not provided.

In some cases, Credits may lead to a reduction in course fees, solely at ZOI's discretion, and this will be included in any subsequent letters of offer forwarded to the student.

Students will be advised in writing of the outcome of any Credit applications.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

ZOI Education has a structured RPL process to assist and support applicants wishing to take up this option. It is strongly recommended that applicants apply for RPL at the time of enrolment, however ZOI Education will accept RPL applications up to 10 (working days) into commencement of the course.

For RPL candidates, the first step is to contact their trainer/assessor or our office prior to course enrolment and initiate a conversation about whether or not RPL might be a suitable option. Suitability is often determined on how much experience one has accumulated in a commercial environment, work history and previous training. If RPL is deemed as a possibility for an applicant, you will be provided with guidelines that will assist you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form and kit. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

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

Fees are applicable for Recognition of Prior Learning as follows:

- \$200 Application fee upon submitting RPL Application form
- \$500 Per unit of competency that you are applying to RPL

Your RPL fees will be calculated based on the number of units you are applying for and there is also an application fee for each application. So please ensure you apply for all of your intended units together to avoid multiple application fees.

ZOI Education cannot guarantee that all units submitted for RPL will be recognised for any student, and results are dependent on the RPL assessment process and the evidence gathered and provided by the student.

For more information about applying for RPL, contact the head office.

ASSESSMENT

Your Course and Assessment

The training and assessment offered by ZOI Education focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course represents a “unit of competency”. Related units are sometimes referred to as clusters, which could contain two or several units. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills such as children’s health, wellbeing, and development.

Our course outlines include the details of how we deliver the training to you. This includes classroom-based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and oral questions, written assignments, projects, and practical observations.

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

At this time, you will:

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

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

Submitting your assessments

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

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to ZOI Education head office. You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Yet Satisfactory (NYS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (20) for a unit. If one or more of your tasks are assessed as Not Yet Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (30). You can have 2 further attempt to complete the task and achieve a Satisfactory

outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If after the second attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. Request to re-enroll into the unit will incur an additional fee of \$500.00

Reasonable adjustment in assessment

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

Reasonable adjustment can involve:

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

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

Appealing assessment decisions

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

STUDENT PLAGIARISM, CHEATING AND COLLUSION

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

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

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

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

STUDENT ORIENTATION AND SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to adjust to life and study in Australia and to be successful in your studies.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- details of internal and external support services available to assist in the transition into life and study in Australia, including access to welfare services, accommodation services, academic and career advice, IT support, student learning assistance, English language support and social inclusion activities
- legal, emergency and health services

- facilities and resources
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals
- any student visa conditions relating to course progress and attendance

The enrolment form you complete will also help us to identify any support you need and depending on the course you are enrolling in and your support needs can also be discussed during the orientation.

Services that we can offer you include:

- Mentoring from appropriately qualified trainers including their phone and email contact details
- Review of learning materials with students and providing information in a context they can understand
- Providing extra time to complete tasks
- Providing access to supplementary or modified materials
- Providing supplementary exercises to assist understanding
- Supervised study groups
- Job placement assistance for those participating in courses that require practical placement
- Online support and exercises for some courses subject to availability
- Computer and technology support
- Referral to external support services

Contact our office at any time on to discuss your support needs.

WELFARE SERVICES

We can also offer you access to a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

These services are provided at no additional cost to the student.

Contact our office for details about welfare services assistance we can offer.

EXTERNAL SUPPORT SERVICES

Reading and Writing Hotline

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Telephone: 1300 655 506

<https://www.readingwritinghotline.edu.au/>

Victorian Equal Opportunity & Human Rights Commission

Services provided by the Commission include:

- a free telephone Enquiry Line
- a free, fair and timely dispute resolution service
- information and education about equal opportunity, racial and religious vilification and the Charter of Human Rights and Responsibilities
- education, training and consultancy services

Telephone: 1300 292 153

<http://www.humanrightscommission.vic.gov.au/about-us>

Department of Human Services – Disability Support

Disability information and support - Statewide

Telephone: 1800 783 783

<http://www.dhs.vic.gov.au/for-individuals/disability/>

Victoria Legal Aid

Call weekdays from 8.45 am to 5.15 pm for free information about the law and how legal aid can help you.

Telephone: 1300 792 387

<http://www.legalaid.vic.gov.au/>

Lifeline

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

Telephone: 13 11 14

Reach Out

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

www.reachout.com.au

MAINTAINING YOUR ENROLMENT AND COURSE PROGRESS

You must meet course progress requirements to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

ZOI Education will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to the Department of Home Affairs for not meeting course progress requirements. The Department of Home Affairs will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal ZOI's decision to report you to Department of Home Affairs. However, an appeal will only be considered if ZOI Education has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered compassionate or compelling circumstances include (but are not limited to):

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

ATTENDANCE

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all scheduled classes and work placement shifts (if part of your course), however, we understand that in some cases you may not be able to get to every session because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes and work placement shifts (if part of your course).

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to Department of Home Affairs. Department of Home Affairs will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

You may not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (*see course progress requirements for details of compassionate and compelling circumstances*).

COURSE TRANSFER

1. ZOI Education will not knowingly enroll a student wishing to transfer from another registered provider's 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
 - the original registered provider has provided a written letter of release
 - 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
 - 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
2. If any of the above conditions apply, ZOI Education can enroll a student before they have completed six months of their principal course.
3. ZOI Education will not actively recruit a student before the student has completed six months of their course.
4. The restriction to not enroll transferring students also applies to any prerequisite courses in a package of courses.
5. Students may transfer to another registered provider before they have completed six months of their course or at least 2 study periods. The circumstances in which a transfer will be granted include:
 - Where it is considered that the course that the student wishes to transfer to:
 - better meets the study capabilities of the student
 - better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations
 - offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network
 - The student claims or can provide evidence that his or her reasonable expectations about the current course are not being met
6. A transfer to another course will usually will not be granted where:
 - The transfer may jeopardize the student's progression through a package of courses.
 - The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered during which time the full range of support services will be provided to the student
 - The student is trying to avoid being reported to Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.
7. All decisions made by ZOI Education with regard to a student's requests to transfer to another provider will be fair and consider the student's individual circumstances and any other relevant factors.
8. In order for a request for transfer to be considered and a letter of release provided, students must provide a letter of offer from another registered provider confirming that a valid offer of enrolment has been made.
9. A letter of release will always be granted where a student has provided evidence that he or she was misled by ZOI Education or migration agent regarding the provider or its course which is in breach of the ESOS

Act.

10. The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.
11. There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with ZOI Education's Fees and Refunds Policy and Procedure.
12. Students who are granted a letter of release must contact Department of Home Affairs to seek advice on whether a new visa is required. To find out more about visa requirements, students should call Department of Home Affairs on 131881 or visit [the](#) Home Affairs website.
13. Information about course transfers is provided to students in the International Student Handbook and Course Guides which are provided to students prior to or upon commencement of a course. These are also available on ZOI Education's website.
14. Where the decision is made to refuse a student or ZOI Education does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing ZOI Education Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.
15. All records relating to course transfers will be kept on each respective student's file.

DEFERRAL, SUSPENSION AND CANCELLATION

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

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

DEFERRAL AND SUSPENSION OF STUDIES

1. Deferral and suspension of studies will only be granted in compassionate or compelling circumstances as included in the definitions above. The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.
2. When determining whether compassionate or compelling circumstances exist, ZOI Education considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.
3. A retrospective deferment or suspension may be justified if the student was unable to contact ZOI Education because of a circumstance such as being involved in a car accident.

4. Where a student has initiated deferral of enrolment and his/her request is granted, ZOI Education will defer an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the deferral period has expired and the student does not return, the student's enrolment will be cancelled.
5. Where a student has initiated suspension of studies and his/her request is granted, ZOI Education will suspend an enrolment for an agreed period of time – to a maximum of 6 months. If the suspension is required for longer than 6 months, further discussion to cancel an enrolment and to reenroll into the new intake will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.
6. Application of Leave based on extenuating circumstance must be submitted within 28 days prior the taking of the leave. Student must complete application of leave and submit the request to their Intake Coordinator. The student will receive outcome of the leave request within 5 days of the application being submitted.

Cancellation of studies

1. Students may initiate cancellation of their studies at any time during their course. Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per ZOI Education Course Transfer Policy and Procedure.
2. ZOI Education may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehaviour of the student or non-payment of fees. Information in the International Student Handbook describes the behaviour expected by students, as well as information on plagiarism, collusion and cheating.
3. Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per ZOI Education Course Progress and Attendance Monitoring Policy and Procedures.

Visa status

1. Deferment, suspension or cancellation of studies may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, ZOI Education will notify DET via PRISMS of the change in enrolment status.
2. Where a student accesses the Complaints and Appeals process, ZOI Education will not notify DET via PRISMS until the internal appeals process is complete. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.
3. Students are referred to the Department of Home Affairs web site (<http://www.immi.gov.au/>) or Helpline (131 881) for information and their local Department of Home Affairs office for advice on how the potential change to enrolment status may impact upon his or her visa.
4. Once the DET has been notified of a suspension or cancellation of a student's enrolment, the student usually has 28 days in which to leave Australia or show the Department of Home Affairs a new CoE or provide Department of Home Affairs with evidence that he or she has accessed an external appeals process.
5. Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by ZOI Education, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.
6. Where ZOI Education initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access ZOI Education's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply. Such circumstances may include where the student refuses to maintain approved care arrangements (only for students under 18 years of age), is missing; has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing; has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or is at risk of committing a criminal offence.

7. Students may choose to access an external appeal process as per ZOI Education's Complaints and Appeals Policy and Procedure. In the case of an external appeal, ZOI Education is not required to wait for the outcome of the external appeal before notifying Department of Home Affairs of the change to the student's enrolment status.
8. In relation to suspension, ZOI Education will continue to provide learning opportunities to students during the appeals process. However, where it is considered that a student should not attend classes during the appeals process, students will be provided with work that can be completed outside of the classroom environment.
9. ZOI Education provides information about its Deferral, Suspension and Cancellation Policy and Procedure on the above in the International Student Handbook and at orientation.
10. Student may access all relevant forms for deferral or suspension through ZOI Education web site or by direct request.
11. Standards of behaviour required are outlined in the International Student Handbook.
12. Appropriate records of the assessment of the student's application for deferment, suspension or cancellation will be kept on the student's file. Where a student is suspended or their enrolment cancelled due to misbehaviour, documentary evidence of this decision will also be kept.

CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, ZOI Education will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the Department of Home Affairs <https://www.homeaffairs.gov.au/> or by calling its helpline on (131 881) for information and their local Department of Home Affairs office for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by ZOI Education, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, ZOI Education will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to Department of Home Affairs via the Department of Home Affairs helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

ZOI Education will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email, phone and in person.

STUDENT CODE OF CONDUCT

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised
- Have their personal details and records kept private and secure according to our Privacy Policy

- Access the information ZOI Education holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to ZOI Education on the client services, training, assessment and support services they receive

Student Responsibilities

All students, throughout their training and involvement with, ZOI Education, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff
- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to ZOI Education in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
- Make regular contact with their Trainer/Assessor
- Prepare appropriately for all assessment tasks, visits and training sessions
- Notify ZOI Education if any difficulties arise as part of their involvement in the program
- Notify ZOI Education if they are unable to attend a training session (including work placement shifts) for any reason at least 12 hours prior to the commencement of the activity
- Make payments for their training within agreed timeframes, where relevant
- (International students) comply with their student visa requirements under the ESOS Act

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

Social Media Policy

Social media are a group of online applications which are designed to allow information to be created, shared, discussed and disseminated. Social media include the sites, tools, channels and platforms used to publish user-generated content and promote social connections and conversations.

Social media provide opportunities to build communities and to encourage dialogue through the exploration and consideration of diverse thoughts and views. ZOI Education embraces the use of social media by staff, students and affiliates to connect with each other and a broader community of business partners, alumni, supporters and colleagues as an important tool of academic, community and business engagement.

With the rapid growth and application of social media, ZOI Education recognises the need to have a policy and guidelines, which ensure that those who use social media, either as part of their job, study, association with the Institute or in a personal capacity, have guidance on the Institute's expectations where social media are used.

Policy Statement

Personal, academic and professional use of social media by ZOI Education staff, students and affiliates must not:

- a. Bring ZOI Education into disrepute;
- b. Compromise the effectiveness of ZOI Education;
- c. Defame individuals or organisations;
- d. Imply ZOI Education endorsement of personal views; or
- e. Disclose, without authorisation, confidential information
- f. This policy applies to all social media.

Policy Purpose

ZOI Education expects that all staff, students and affiliates who contribute to social media will familiarise themselves with this policy and related guidelines, and will act responsibly in references to ZOI Education in their social media and online activities.

This policy should be read in conjunction with all other ZOI Education policies, including the Code of Conduct for All Staff, Student Conduct and Discipline Policy, Acceptable Use of IT Facilities, Email Messaging Policy and the Privacy Statement.

Policy Principles

The following five principles apply to the use of social media for ZOI Education staff, students and affiliates:

- a. Show respect for human dignity and adhere to the ZOI Education Mission and values;
- b. Do not use social media to bring ZOI Education, staff, students or affiliates into disrepute;
- c. Do not imply ZOI Education endorsement of personal views;
- d. Ensure confidentiality of information obtained through the institute is maintained; and
- e. Do not use social media to the detriment of ZOI Education academic and professional activities.

Consequences of Breach

Breach of this policy will be dealt with in accordance with ZOI Education Code of Conduct for All Staff and Student Conduct and Discipline Policy, and may lead to disciplinary action. Where inappropriate use under this policy constitutes a breach of any law, action may also be taken in accordance with that law by ZOI Education or concerned third parties.

WORK PLACEMENT REQUIREMENTS

While on work placement you will be required to:

- Attend the shifts agreed with the workplace (as part of the work placement agreement)
- Work safely at all times and seek guidance whenever unsure about an issue that effects their own or another's safety
- Work within the workplace structure, meeting workplace standards, policies and procedures
- Demonstrate sensitivity, confidentiality and discretion towards the clients of the service. Breaches of confidentiality are regarded as serious violations of professional ethics and will be dealt with accordingly

- Be aware that you are under the direction of the Workplace Supervisor in so far as the directions are compatible with your level of skill and knowledge
- Notify your Room Leader and/or Workplace Supervisor if tasks are outside your skill/knowledge level or if you are having any issues with a task
- Advise the Supervisor of upcoming visits from your trainer/assessor
- Record hours worked in your workbook and have them signed off by your Room Leader or Placement Supervisor
- Advise your trainer/assessor and your Workplace Supervisor if you will be absent from a scheduled work day at least 12 hours before it commences. You will be required to reorganize any scheduled work sessions you are unable to attend
- Seek a medical certificate for any unplanned absences and provide this to both the workplace and ZOI Education on request
- Advise your trainer/assessor if there are any changes to your details or workplace (a new agreement must be signed with each workplace)
- Notify your trainer/assessor or the Director of Studies if any difficulties or issues arise.
- Be aware that you are a student and not an extra staff member
- Actively participate in the professional learning process
- Have and update as required a current working with children's check (volunteer)

ZOI Education will provide workplaces with documentation as required which may include your employment history/CV and working with children's check.

LEGISLATION AND YOU

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows:

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below:

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, ZOI Education must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. ZOI Education has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor
- Seek assistance from a member of staff if you become ill or injured on campus
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance
- Complete an incident report as required
- Ensure you are familiar with ZOI Education emergency evacuation procedures and in the case of an emergency, follow the instructions given to you
- Do not leave bags or personal belongings lying around where someone else could trip over them
- Do not smoke or drink alcohol on the premises
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc)

Harassment, victimisation or bullying

ZOI Education is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. ZOI Education will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumors, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per ZOI Education Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by ZOI Education aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with ZOI Education.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

ZOI Education provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training

outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

PRIVACY POLICY

1. Privacy Principles

- Personal information is collected from individuals in order that ZOI Education can carry out its business functions. ZOI Education only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.
- In collecting personal information, ZOI Education complies with the requirements set out in the Privacy Act 1988 and the relevant privacy legislation and regulations of the state in which the RTO operates.
- This means ZOI Education ensures each individual:
 - Knows why their information is being collected, how it will be used and who it will be disclosed to
 - Is able to access their personal information upon request
 - Does not receive unwanted direct marketing
 - Can ask for personal information that is incorrect to be corrected
 - Can make a complaint about ZOI Education if you consider that your personal information has been mishandled

2. Collection of information

- In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.
- The types of personal information collected include:
 - personal and contact details
 - employment information, where relevant
 - academic history
 - background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
 - training, participation and assessment information
 - fees and payment information
 - information required for the issuance of a USI

3. Unique Student Identifiers (USI)

- All students participating in nationally recognised training from 1 January 2015 are required to have a Unique Student Identifier (USI) and provide it to ZOI Education upon enrolment. Alternatively, ZOI Education can apply for a USI on behalf of an individual.
- The Student Identifiers Act 2014 authorises the Australian Government's Student Identifiers Registrar to collect information about USI applicants. When ZOI Education applies for a USI on behalf of a student who has authorised us to do so, we need to collect personal information about the student which will be passed on to the Student Identifiers Registrar. This will include:
 - name, including first or given name(s), middle name(s) and surname or family name
 - date of birth
 - city or town of birth
 - country of birth
 - gender
 - contact details, so the Student Identifiers Registrar can provide individuals with their USI and explain how to activate their USI account.
- In order to create a USI on behalf of a student, ZOI Education will be required to verify the identity of the individual by receiving a copy of an accepted identification document. This document will only be used for the purposes of generating the USI and confirming the identity of the individual with the Registrar. Once the USI has been generated and validated, the identity documents used or collected for this purpose will be securely destroyed.
- The information provided by an individual in connection with their application for a USI:
 - is collected by the Registrar as authorised by the Student Identifiers Act 2014.
 - is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI
 - resolving problems with a USI
 - creating authenticated vocational education and training (VET) transcripts
 - may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs
 - education related policy and research purposes
 - to assist in determining eligibility for training subsidies
 - VET Regulators to enable them to perform their VET regulatory functions
 - VET Admission Bodies for the purposes of administering VET and VET programs
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics

- researchers for education and training related research purposes
 - any other person or agency that may be authorised or required by law to access the information
 - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system
 - will not otherwise be disclosed without the student's consent unless authorised or required by or under law
- The consequences to the student of not providing the Registrar with some or all of their personal information are that the Registrar will not be able to issue the student with a USI, and therefore ZOI Education will be unable to issue a qualification or statement of attainment.

4. Storage and use of information

- ZOI Education will store all records containing personal information securely and take all reasonable security measures to protect the information collected from unauthorised access, misuse or disclosure. Personal information will be stored in paper-based files that are kept in a secure location (locked filing cabinets) and electronically in a secure environment to which only authorised staff have access.
- The personal information held about individuals will only be used to enable efficient student administration, provide information about training opportunities, issue statements of attainment and qualifications to eligible students, and to maintain accurate and detailed records of student course participation, progress and outcomes.
- ZOI Education may use the personal information provided by an individual to market other internal products and services to them. An individual may opt out of being contacted for marketing purposes at any time by contacting our office. Information will not be passed onto any third-party marketing companies without the prior written consent of the individual.

5. Disclosure of information

- The personal information about students enrolled in a Course with ZOI Education may be shared with the Australian Government and designated authorities, such as ASQA (the RTO's registering body) and its auditors, the USI Registrar (as per above) and the National Centre for Vocational Education Research (NCVER). This includes personal details, contact details, course enrolment information, unit outcomes, AQF certification and statement issuance and information about training participation and progress.
- ZOI Education will not disclose an individual's personal information to another person or organisation unless:
 - They are aware that information of that kind is usually passed to that person or organisation.
 - The individual has given written consent.
 - ZOI Education believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious threat to the life or health of the individual concerned or another person.
 - The disclosure is required or authorised by, or under, law.
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.
- Any person or organisation to which information is disclosed is not permitted to use or disclose the information for a purpose other than for which the information was supplied to them.

6. Access to and correction of records

- Individuals have the right to access or obtain a copy of the information that ZOI Education holds about them including personal details, contact details and information relating to course participation, progress and AQF certification and statements of attainment issued.
- Requests to access or obtain a copy of the records held about an individual must be made by contacting our office using the Request to Access Records Form. The individual must prove their identity to be able to access their records.
- There is no charge for an individual to access the records that ZOI Education holds about them; however, there may be a charge for any copies made. Arrangements will be made within 10 days for the individual to access their records.

7. Complaints about privacy

- Any individual wishing to make a complaint or appeal about the way information has been handled within ZOI Education can do so by following ZOI Education's Complaints and Appeals Policy and Procedure.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that ZOI Education holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Director of Studies using the Access to Records Request Form. There is no charge to access your records however there may be a fee for photocopying.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of an ZOI Education staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

- Where an individual request for incorrect records held about them to be corrected, they can do so by filling in an *Amendment to Records Request Form*.
- If it is a change of address or contact details of a current student, they can use the *Change of Details Form*.
- Upon receipt of a request form, consider whether the records held are correct or not. If the request is valid and records are incorrect, update records accordingly.
- Do not update records if they are found to be correct already.

- Students will be advised accordingly of the actions taken to follow up their request.

COMPLAINTS AND APPEALS POLICY

1. ZOI Education responds to all allegations involving the conduct of:
 - The RTO, its trainers and assessors and other staff.
 - Any third-party providing Services on behalf of ZOI Education.
 - Any student or client of ZOI Education.
2. Complaints may be made in relation to any of ZOI Education's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training and assessment provided
 - training and assessment matters, including student progress, student support and assessment requirements
 - the way someone has been treated
 - the actions of another student
3. Appeals should be made to request that a decision made by ZOI Education is reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes / results
 - other general decisions made by ZOI Education
4. ZOI Education is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, ZOI Education ensures that complaints and appeals:
 - Are responded to in a consistent and transparent manner.
 - Are responded to promptly, objectively, with sensitivity and confidentiality.
 - Are able to be made at no cost to the individual.
 - Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.
5. ZOI Education will maintain a record of all complaints and appeals and their outcomes on the *Complaints and Appeals Register*.
6. Nothing in this policy and procedure limits the rights of an individual to act under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

Making a complaint of appeal

1. Complaints about a particular incident should be made within ninety (90) calendar days of the incident. Complaints and appeals regarding such incident must be made within thirty (28) days from the day that the original decision being made.
2. Complaints and appeals should be made in writing using the *Complaints and Appeals Form*, or other written format and sent to ZOI Education's head office at 48 Flemington Road, Parkville VIC 3052, attention to the Chief Executive Officer. Your complaint or appeal will be acknowledged in writing within 10 days of complaint and appeal submission.

When making a complaint or appeal, provide as much information as possible to enable ZOI Education to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
 - Any evidence you have to support your complaint or appeal.
 - Details about the steps you have already taken to resolve the issue.
 - Suggestions about how the matter might be resolved.
3. Some or all members of the management team of ZOI Education will be involved in resolving complaints and appeals as outlined in the procedures.
 4. Complaints and appeals will be finalised within thirty 28 days unless there is a significant reason for the matter to take longer. In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time as the matter is resolved.
 5. The enrolment status of student will be handled as follows:
 - For domestic students that choose to access this policy and procedure, ZOI Education will maintain the student's enrolment while the complaints and appeals process is ongoing.
 - For international students, ZOI Education will maintain a student's enrolment throughout the internal appeals processes without notifying DET via PRISMS of a change in enrolment status. In the case of an external appeals process it will depend on the type of appeal as to whether ZOI Education maintains the student's enrolment as follows:
 - If the appeal is against ZOI Education's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported ZOI Education's decision to report.
 - If the appeal is against ZOI Education's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, ZOI Education will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process

Independent Parties

ZOI Education acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by ZOI Education.

- For domestic students, the independent party recommended by ZOI Education is Melbourne Commercial Arbitration and Mediation Centre who have a cost of \$950.00 per matter, however complainants and appellants are able to use their own external party at their own cost.

- For international students, the independent party is the Overseas Students Ombudsman. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). This service is free of charge.
- ZOI Education will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
- The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation.

External complaint avenues

Complaints can also be made via the following avenues:

- National Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- Email: skilling@education.gov.au

For more information about the National Complaints Hotline, refer to the following webpage: <http://www.industry.gov.au/skills/nationaltrainingcomplaintshotline/Pages/FrequentlyAskedQuestions.aspx#>

- Australian Skills Quality Authority (ASQA):

Complainants may also complain to ZOI Education's RTO's registering body: Australian Skills Quality Authority (ASQA).

However, ASQA's will only use the information you provide to inform its regulatory approach and will not contact us on your behalf or act as your advocate. For more information, refer to the following webpage:

<http://www.asqa.gov.au/complaints/make-a-complaint---domestic-students/make-a-complaint---domestic-students1.html>

ISSUING OF CERTIFICATION DOCUMENTS

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

ZOI Education reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where ZOI Education is not permitted to do so by law.

ZOI Education must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

STUDENT FORMS

Name of Form	Reason for use
Marketing Release Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Transfer Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our training services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Application Form	If you wish to apply to study with us
International Student Enrolment Form	Contains information of students' who enrolled into a course offered. This form also notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks
RPL Kit	If you wish to apply for Recognition of Prior Learning – used to gather evidence of competency against unit requirements.
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Amendment to Records Form	If you believe the information we have in your file is incorrect
Application for Deferral Form	If you wish to defer your enrolment, please use this form.
Application for Leave of Absence Form	If you wish to take some time away from your intended studies, please complete this form and hand in to Student Support team 28 days prior to your departure.
Notice of Intention to Cancel Enrolment	If you wish to cancel your enrolment, please complete this form.
Student Exit Survey	Used to gather your feedback about your entire course to help us improve anything to do with the course design, training and assessment or any other parts of your student experience.
Unit Feedback Survey	Used to help us improve our training and assessment and student services in relation to each unit (upon completion).