



International Student Handbook 2026

Gradskill College Australia

ABN 80 668 511 340 | RTO 00000 | CRICOS 000000

1/ 3A Belair Avenue, Glenroy VIC 3046 Australia

www.gradskill.com.au

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WELCOME MESSAGE

Welcome to Gradskill College Australia and thank you for your interest in studying at Gradskill College Australia. Gradskill College Australia is a registered training provider that meets quality standards for providing training to students as set by the regulatory authorities in Australia. All course delivered by Gradskill College Australia are nationally recognised qualification under the Australian Qualifications Framework.

This Student Handbook has been developed to provide you with important information in order to make an informed decision about your future study plans. It contains information about courses we offer, fees and costs, admission procedures at Gradskill College Australia and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at Gradskill College Australia.

It is imperative that you read all the information carefully. Rest assured that the Gradskill College Australia and its friendly staff are here to support you in order for you to. We are committed to ensure that you make a right choice selecting your course of study and that you have the best learning experience possible.

At Gradskill College Australia, we are committed to a culturally safe, inclusive, and respectful learning environment where diversity is valued. Discrimination, harassment, and bullying are not tolerated. We support students from all backgrounds through inclusive teaching, culturally sensitive support services, and opportunities for respectful dialogue so everyone can thrive.

If there are any queries about our college and courses, please feel free to contact us via phone, email or visit our college. The contact details are listed below.

Address: 1/3A Belair Avenue, Glenroy VIC 3046
Phone: 1300 810 425
Email: study@gradskill.com.au
Website: www.gradskill.com.au

We look forward to seeing you at Gradskill College Australia.

Basanta Bagale
Chief Executive Officer
Gradskill College Australia

ENROLMENT INFORMATION

This Student handbook has been developed to provide students with important information in order to make an informed decision about your future study plans. It contains information about courses we offer, fees and costs, admission procedures at Gradskill College Australia and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at Gradskill College Australia.

Students must read this handbook carefully in full before making an application and retain for use after enrolment. Students are encouraged to contact Gradskill College Australia if they are unsure about any information included in this handbook or have any questions.

Students must complete the student application form and send the completed form to the Gradskill College Australia along with the Application fee. You can also submit your application through one of our authorised agents. A list of approved agents can be found on our website www.gradskill.com.au/agents.

Once your completed application is received Gradskill College Australia will review your application and your responses to pre-training review questionnaire which aims to identify your training needs, your skills set, and relevance of the courses to student. Gradskill College Australia may call you for an Interview. Interview also aims to identify possible RPL opportunities, confirm oral communication skills. Through pre-training review, you will also demonstrate you have necessary skills to successfully complete the course.

Although Gradskill College Australia expects you will provide evidence of your literacy and numeracy skills with IELTS (or equivalent test score and equivalent Year 12 certificate) and preliminary questions on the application form, you will need to undertake Gradskill College Australia LLND assessment to identify the level of language, literacy and numeracy skills and digital proficiency.

Gradskill College Australia will also identify any Recognition of Prior Learning (RPL) and credit opportunities during pre-training interview. If any RPL opportunities are identified students will be provided RPL form and Gradskill College Australia Student Administration Officer will explain the RPL process and information kit will be sent. If any RPL is approved CoE length will be adjusted according to RPL and credit transfer approved for unit of competencies.

Gradskill College Australia will assess completed student application forms based on the information supplied. Students for each course will be selected in a manner that reflects access and equity principles. Completion of the student application form does not imply that Gradskill College Australia will make an offer to the prospective student.

Gradskill College Australia will notify the outcome of your application in writing. Gradskill College Australia will send successful applicants an offer letter, a student agreement and a request for payment. Student agreements must be completed in full, signed by the applicant, dated and returned to Gradskill College Australia.

Students wishing to accept the offer must complete the student agreement, pay the fee requested in the letter of offer and send it to Gradskill College Australia. Gradskill College Australia will not accept the course fees without signed student agreement.

Once the completed written agreement and the fee is received (and cleared by the bank) Gradskill College Australia will issue a confirmation of Enrolment (COE). The COE is required for prospective students to apply for their Australian student visa.

Applicants will also be notified if they do not meet the entry requirement.

Culturally safe and inclusive learning environment

Our college is committed to creating a culturally safe and inclusive learning environment where everyone feels respected and valued. We promote respectful behaviour at all times and have zero tolerance for discrimination, harassment, or bullying of any kind. Our teaching strategies are designed to celebrate diversity and encourage collaboration across different cultures, backgrounds, and perspectives. We actively support LGBTQIA+ students, Aboriginal and Torres Strait Islander learners, and students from culturally and linguistically diverse (CALD) communities by providing culturally sensitive resources, student support services, and opportunities for open dialogue.

We encourage students to share their ideas and experiences in a respectful way, and we are committed to maintaining a learning space where everyone can thrive academically, socially, and personally.

Unique Student Identifier (USI)

All students undertaking vocational education and training must hold a Unique Student Identifier (USI) and provide it to the Gradskill College Australia during the enrolment process. If students do not provide an USI, Gradskill College Australia will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au. Gradskill College Australia Student Administration staff can assist you to obtain your USI on request.

COURSE INFORMATION

Gradskill College Australia offer following nationally recognised course. For full course details including course descriptions, entry requirements, course fees, course structure, delivery and assessment methods, please see Course Information Flyer or go to our website: www.gradskill.com.au .

- CHC33021 Certificate III in Individual Support
- CHC43121 Certificate IV in Disability Support
- CHC52025 Diploma of Community Services
- CHC30125 Certificate III in Early Childhood Education and Care
- CHC50125 Diploma of Early Childhood Education and Care
- BSB80120 Graduate Diploma of Management Learning
- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management
- SIT60322 Advanced Diploma of Hospitality Management

ENTRY REQUIREMENTS

All students must meet following entry requirements to study at Gradskill College Australia.

Course Pre-requisites

Course	Pre-requisite
CHC33021 Certificate III in Individual Support	None
CHC43121 Certificate IV in Disability Support	Completion of: CHC33021 Certificate III in Individual Support (Disability), OR Completion of: CHC33015 Certificate III in Individual Support (Disability), OR Completion of: CHC30408 Certificate III in Disability PLUS the <i>CHCSS00125 Entry to Certificate IV in Disability Support Skill Set</i> .
CHC52025 Diploma of Community Services	None
CHC30125 Certificate III in Early Childhood Education and Care	None
CHC50125 Diploma of Early Childhood Education and Care	Completion of: CHC30121 Certificate III in Early Childhood Education and Care, OR CHC30113 Certificate III in Early Childhood Education and Care
BSB80120 Graduate Diploma of Management Learning	None
SIT40521 Certificate IV in Kitchen Management	None
SIT50422 Diploma of Hospitality Management	None
SIT60322 Advanced Diploma of Hospitality Management	None

Age requirement

Gradskill College Australia will only enrol students who are over 18 years of age at commencement of their course.

Academic requirement

To enter this qualification, applicants should have successfully completed an equivalent of Australian year 12 or secondary studies in applicant's home country.

English language requirement (for international students):

International students must demonstrate English language proficiency with minimum score of:

- IELTS overall band of 6.0 (Academic), or
- PTE (Pearson Test of English) 47; or equivalent.

The test must have been taken no more than two years before you apply for Gradskill College Australia courses.

Alternatively, students can provide evidence that:

- they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States, or
- within two years of their application, they have successfully completed a foundation course or a senior secondary certificate of education or a substantial part of a Certificate III or higher level qualification from the Australian Qualifications Framework in Australia, or
- successful completion of an English Placement Test

Language, Literacy and Numeracy test (LLN)

Student undertaking courses at Gradskill College Australia must possess sound Literacy and Numeracy skills to successfully complete the courses at Gradskill College Australia.

All students are required to undertake a language, literacy and numeracy (LLN) test mapped at ACSF conducted by Gradskill College Australia. The ACSF level required for each course is as below:

• **CHC33021 Certificate III in Individual Support** ACSF Level 3

Learning	Reading	Writing	Oral communication	Numeracy
3/4	3	3	3/4	3

• **CHC43121 Certificate IV in Disability Support** ACSF Level 3

Learning	Reading	Writing	Oral communication	Numeracy
3/4	3	3	3/4	3

• **CHC52025 Diploma of Community Services** ACSF Level 3

Learning	Reading	Writing	Oral communication	Numeracy
3/4	3	3	3/4	3

• **CHC30125 Certificate III in Early Childhood Education and Care** ACSF Level 3

Learning	Reading	Writing	Oral communication	Numeracy
3	3	3	3	2/3

• **CHC50125 Diploma of Early Childhood Education and Care** ACSF Level 3

Learning	Reading	Writing	Oral communication	Numeracy
3/4	3	3	3	3

• **BSB80120 Graduate Diploma of Management Learning** ACSF Level 4

Learning	Reading	Writing	Oral communication	Numeracy
4	4	4	4	4

• **SIT40521 Certificate IV in Kitchen Management** ACSF Level 3

Learning	Reading	Writing	Oral communication	Numeracy
3/4	3	3	3/4	3

• SIT50422 Diploma of Hospitality Management

ACSF Level 3

Learning	Reading	Writing	Oral communication	Numeracy
4	3	3	4	3

• SIT60322 Advanced Diploma of Hospitality Management

ACSF Level 3

Learning	Reading	Writing	Oral communication	Numeracy
4	3	3	4	3

Students are expected to demonstrate proficiency level between 2-4 of Digital Capabilities Framework through a digital literacy assessment.

If students do not meet English and LLN requirements, students will be asked to take further Language, literacy and numeracy training e.g. English Language Intensive Course for Overseas Students (ELICOS) programs. For additional information and support contact the Reading Writing Hotline at www.readingwritinghotline.edu.au.

Digital literacy

All students are expected to have basic computer skills including use of computer or laptop, internet, email application and a word processor.

All students must have access to an operating computer or a laptop, tablet or smart phone with internet to work on assignments and tasks for self-study.

Pre-training Review

All students must undertake pre-training review prior to the enrolment which aims to identify their training needs through questions on previous education or training, relevance of the courses to student, basic computing skills and interview conducted by Gradskill College Australia enrolment officer. Interview also aims to identify possible CT/RPL opportunities, confirm oral communication skills. Through pre-training review, student will demonstrate that they have necessary skills to successfully complete the course.

Work Placement Requirement

Students enrolled in following course are required to undertake Work placement as part of their course. Prior to the start of Work Placement components student must be able to obtain a valid National Police clearance and/or NDIS clearance and/or Working with Children clearance.

- CHC33021 Certificate III in Individual Support
- CHC52025 Diploma of Community Services
- CHC30125 Certificate III in Early Childhood Education and Care
- CHC50125 Diploma of Early Childhood Education and Care

TRAINING AND ASSESSMENT

Competency based training and assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, to the standard of performance expected in the workplace. Both on the job and off the job training and assessment aims to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace.

An individual can be assessed during their training, during work placement, at the end of their training, or without even undertaking any training (for example if they believe they are already competent).

Those being assessed are often referred to as students, learners or candidates. The method and timing of assessment will vary depending upon the assessor, the student, the unit requirement and the competency being assessed.

Mode of Study and Delivery Approach

All courses at Gradskill College Australia are delivered face to face in a training room or a simulated environment for 20 hours a week over three days.

Gradskill College Australia used a range of delivery approaches to ensure its courses are delivered at highest standards. Course delivery approaches includes: classroom lectures, use of simulated environment, workshops, presentations and learning management system, tutorials and self-study. During class time Students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

The training delivery includes but is not limited to:

- Power point presentation on topics discussed during session.
- Role play and case studies in the training room to reinforce the required interpersonal skills for individual and group work.
- Context related training activities in the training room involving individuals, pairs and small group activities.
- Student resource workbooks and access to e-books and power point presentations
- Access to online resources to support training, independent reading and research projects.
- Within assessment, students may be required to participate in relevant simulated case studies and Gradskill College Australia LMS, study centre that includes templates, case studies and scenarios which closely reflect workplace processes and unexpected or contingency related activities.

Course Assessment and Methods

All assignments will be in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in

class and in the workplace, practical demonstrations, workshops, case studies, projects, assignments, presentations, simulations, role plays, written tests and exams.

Students will be notified in advance of the time and form of assessment. Students will be given an opportunity for reassessment for any competencies not achieved on the first attempt. To view the Assessment Policy and Procedure, please visit www.gradskill.com.au/policies.

Workplace documentation

Students will be informed of all documentation or standards related to the case studies prior to the assessment, and they are also listed the student assessment booklet.

Facilities and equipment

Gradskill College Australia has all training and assessment resources require for the course its delivers including training rooms and a dedicated simulated aged care facility on campus.

People

Assessment includes case studies, role play where assessor and colleague students will play role of customer and stakeholders.

Assessment evidence: All assessment evidence submitted by students to complete assessment tasks for each unit of competency should meeting following rules of evidence.

Rules of Evidence

- a) **Validity:** Assessment evidence, such as reports, answers, assignment, are relevant to questions asked in the tasks and the assessor is assured that the learner has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.
- b) **Sufficiency:** The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competence which mean answers to assignments, questions, reports should be elaborate and student should complete all tasks required by unit and assessment.
- c) **Authenticity:** The assessor is assured that the evidence presented for assessment is the learner's own work and student not plagiarised work from other students or other sources.
- d) **Currency:** The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very past. Which means student must provider answers, report and assignments which reflect latest information e.g. latest legislation, work process or software etc.

To view the Assessment Policy and Procedure, please visit www.gradskill.com.au/policies.

Re-assessment

Students will be given 2 additional attempts to demonstrate competency at each assessment after the first submission. If students are still unable to demonstrate

competency after these attempts at each task, they will be deemed Not Yet Competent (NYC) and must re-enrol and undertake the unit again. This will incur a repeat unit fee.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment.

To view the Assessment Policy and Procedure, please visit www.gradskill.com.au/policies.

Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment the student submission will be marked Satisfactory (S) or Unsatisfactory (U). After each assessment verbal and written feedback provided. Final unit results are recorded as **Competent (C)** and **Not Yet Competent (NYC)**.

Assessment appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the assessor and discussing the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to either the course coordinator and/or head of department. If students are still dissatisfied, student can appeal formally and in writing to have the result reviewed. For more information, refer to the Assessment Policy and the Complaints and Appeals Policy and Procedures.

Qualifications to be Issued

Qualifications gained at Gradskill College Australia are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework and are recognized nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

Gradskill College Australia is responsible for the quality of the training and assessment of the courses it delivers in compliance with these Standards for RTOs 2015, and for the issuance of the AQF (Australian Qualifications Framework) certification including Statement of Attainment and Award Certificate.

Qualification, Statement of Results or transcript of results will only be issued once all outstanding fees have been paid in full. Gradskill College Australia will issue certification in a timely manner, so students can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation. Providing all fees have been paid, all AQF certification documentation will be issued within 30 calendar days of the student exiting their course or the student's final assessment being completed.

Academic Misconduct

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a student is caught engaging in these acts, their assessment will be deemed Not Yet Competent. If students engaged in such act for a second time, they may be suspended or expelled from the course. All works submitted must be an accurate reflection of the student's level of competence.

The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorised person during the assessment process
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g. in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes

Cheating in any form during assessments will result in the student's assessment being invalidated and will be deemed **Not Yet Competent**.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a student copies another Student's work and passes this off as their own then this is also a form of plagiarism and cheating.

During assessment you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this you are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to:

<http://www.plagiarism.org>

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated will be deemed **Not Yet Competent**.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Disciplinary Action

If students are being found to have cheated or plagiarised, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment (ie NYC)
- be suspended from studies
- have your enrolment cancelled

To view the Plagiarism and Cheating Policy and Procedure, please visit www.gradskill.com.au/policies.

Credit Transfer

Students who have completed identical units from their course at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment. The course duration will be adjusted according when credit transfer is granted. An application for credit transfer must be lodged in writing. Application forms for credit transfers can be requested by visiting Student Administration or by calling on 1300 810 425 or via an email support@gradskill.com.au. Credit transfer policy is available from www.gradskill.com.au/policies.

Recognition of Prior Learning (RPL)

Students who believe they already have some of the competencies in the course they wish to study may apply for RPL. An essential requirement of RPL is proof of competency.

This may involve providing copies of your resume and/or work performance appraisals, job position descriptions and any certificates of in-house or formal training. You may be asked for contact details of people who can vouch for your skill level such as supervisors from current or previous workplaces, clients or personal character references from the community. Examples of other useful records include letters from employers and records of your professional development sessions.

The length of CoE will be adjusted according to any RPL granted. Student must check with department of home affairs as it may affect their visa.

An application for RPL must be lodged in writing. An application for RPL must be lodged in writing. Application forms for RPL can be requested by visiting Student Administration or by

calling on (03) 9999 7401 or via an email support@gradskill.com.au. RPL policy is available from www.gradskill.com.au/policies.

Currency of training

Gradskill College Australia implements an effective course validation procedure to ensure that it delivers current AQF training package qualifications and accredited courses.

Gradskill College Australia ensures appropriate transition arrangements in case a qualification or an accredited qualification is superseded.

Pathways to Higher Education

Graduates of Gradskill College Australia may seek credits to the relevant degree programs in Australian universities. Gradskill College Australia has no special arrangements with any Australian university and there is no guaranteed entry into university programs. Generally, student with high marks will have the best chance of being accepted by a university.

Reasonable Adjustment

Students have different needs and often training needs to be adjusted to meet individual student's needs. Adjustments can be made to assessment process, resources, facilities, delivery style and structure of training sessions.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for Gradskill College Australia and must be allowable within rules defined by the training package.'

In practice, this can translate into:

- adjusting equipment or the physical environment.
- Providing specialized equipment.
- changing the format and layout of training materials, for example using black and white slides instead of colour, using visuals instead of dense text or providing audio instead of visual information.
- allowing breaks for fatigue, medication or toilet use.
- changing assessment procedures and timing.
- presenting work instructions in diagrammatic or pictorial form instead of words and sentences;
- simplifying the design of job tasks

WORK PLACEMENT

Work Placement, also referred to as practical placement, is a mandatory requirement for completing the following courses:

- CHC33021 Certificate III in Individual Support
- CHC52025 Diploma of Community Services
- CHC30125 Certificate III in Early Childhood Education and Care
- CHC50125 Diploma of Early Childhood Education and Care
- SIT40521 Certificate IV in Kitchen Management
- SIT50422 Diploma of Hospitality Management
- SIT60322 Advanced Diploma of Hospitality Management

Work Placement involves students working in an approved and regulated aged care facilities (for aged care students), childcare facility (for childcare students), community support facility (for community service students) or restaurant, cafes and hotels (for hospitality students), to demonstrate their skills and knowledge and to complete assessment requirements.

Gradskill College Australia will arrange work placement for students during their course. The number of hours that a student must work is determined by the course requirement (see table below). While working at the approved and regulated aged care facilities, students will be supervised by a nominated workplace supervisor and the Gradskill College Australia assessor. Students undertaking assessment tasks during the work placement will either be observed by the assessor or the workplace supervisor which forms part of the assessment evidence.

As part of the work placement, students are required to maintain a logbook that records task and activities they've undertaken at the aged care facility. The logbook forms an essential part of course assessment and will be monitored regularly. In situations where a student's logbook does not show completion of the required workplace experience, the student must undertake additional work-based experience to meet the assessment requirements.

All students will receive induction training at both Gradskill College Australia and their host workplace before commencing work-based placement. Induction at the workplace allows students to become familiar with the workplace, procedures and staff. Upon commencement of the work placement, the Gradskill College Australia assessor will visit the host workplace to monitor the student progress as well as to assess their competency on a regular basis.

Work placement applies to the following qualifications:

Qualification	Work placement Hours	Requirements
CHC33021 Certificate III in Individual Support	120 hours	National Police clearance NDIS Clearance
CHC52025 Diploma of Community Services	400 hours	National Police clearance NDIS Clearance
CHC30125 Certificate III in Early Childhood Education and Care	160 hours	National Police clearance Working with Children clearance

Qualification	Work placement Hours	Requirements
CHC50125 Diploma of Early Childhood Education and Care	280 hours	National Police clearance Working with Children clearance
SIT40521 Certificate IV in Kitchen Management	240 hours	Nil
SIT50422 Diploma of Hospitality Management	192 hours	Nil
SIT60322 Advanced Diploma of Hospitality Management	48 hours	Nil

Students and host organisation will be provided a *Work Placement Guide* for their course which provide more details. For more information, please refer to Work Placement Policy and Procedure at www.gradskill.com.au/policies.

TRAINING FACILITIES & RESOURCES

Training Location

Gradskill College Australia campus is conveniently located in the norther suburb of Glenroy at 1/3A Belair Avenue Glenroy VIC 3046 and is just about 12 kms from Melbourne CBD. The college is accessible by public transport- a stone throw away from Glenroy Railway Station and next to a bus stop in Belair Avenue. Staff and students will have no difficulty commuting to and from Gradskill College Australia campus whether by public transport or by a car.

Facilities & Amenities:

Gradskill College Australia aspires to provide the best possible learning environment to the students and staff alike. Gradskill College Australia have fully equipped facilities for face-to-face delivery on site.

The college facilities include the following:

Classrooms/training rooms

The facility includes 8 training rooms which are fully equipped with tables and chairs, whiteboard and projectors and can comfortably accommodate 25 students for face-to-face training.

Simulated Aged Care Facility and Childcare Nursery

Gradskill College Australia has its own simulated aged care/disability facility and childcare nursery set up separately to simulate a real-life aged care and childcare centre. This facility has all tools and equipment required for delivering and assessing the aged care and childcare courses. Students will be trained and assessed in these simulated facilities before they start their practical placements in the real aged care facilities and childcare centre.

Simulated Training Kitchen

Gradskill College Australia has access to fully equipped commercial kitchen to provide practical kitchen and culinary training to students. This will enable students to experience a real-life kitchen operation and prepare them for joining the workforce.

Student Lounge

Gradskill College Australia has a welcoming Student Lounge for students to hangout and socialise. It consists of basic amenities like freeze, microware, tv and tea/coffee. As the campus is located in the vibrant Glenroy business zone, students have access to many cafes and restaurant within a close proximity of the campus.

Class times and reception hours

Gradskill College Australia Reception is open for classes from 8.00 am-5.30 pm Monday – Sunday (and until 9.30 pm on Friday).

Classes at Gradskill College Australia campus operate in three (3) sessions of 4 hours each, being:

- Session 1- Morning: 8.30 am- 12.30 pm
- Session 2- Afternoon: 1:00 pm- 5.00 pm
- Session 3- Evening: 5.30 pm- 9.30 pm

Students will not be scheduled more than 8 hours class in a day. Following will be typical schedule for classes:

Day 1: 8 hours

Day 2: 8 hours

Day 3: 4 hours

Evening classes will be run over 5 evenings with 4 hours each session, if scheduled.

Student Administration and Support Services

Student Administration Services are available for all students from Level 1/3A Belair Avenue Glenroy VIC 3046. Reception is the first point of contact for any queries.

Student Administration and Student Support Services are available for all students. Reception is your first point of contact for any queries or emergencies. Contact CEO Basanta Bagale on **0452 423 697** in case of emergency after hours.

Referrals to external support services are made where support needs exceed Gradskill College Australia's internal capacity.

Staffing

Gradskill College Australia employs highly qualified trainers, assessors, administrative, and student support staff trainers who are experienced in providing education for students from diverse cultural backgrounds, and who can provide the support and counselling students need to succeed with their studies. We provide the learning support required to assist students with the challenges they may sometime experience when studying overseas.

LEARNING RESOURCES

Gradskill College Australia supplies each Student with one complete set of learning materials including a Learner's Guide, Student Assessment booklet, applicable PowerPoint handout. Material fees are applicable. Recommended learning resources are also communicated to Students by trainers and are listed on the Student Assessment booklet. Students should obtain these resources at their own expense. Students must have an active email address for communication and must be contactable by phone (mobile or landline) and by mail (postal address).

All Students must have access to internet and word processing application such as Microsoft Word and email platform, such as Microsoft Outlook and the PDF reader.

STUDENT OBLIGATIONS

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctor, some hospital treatment, ambulance cover, and some pharmaceuticals. International students must have OSHC while in Australia for the duration of their course of study. The OSHC must be paid before a student visa is issued.

Gradskill College Australia can organise your OSHC cover. Contact our Student Services. You can find out more about OSHC at www.health.gov.au or at www.study.vic.gov.au

Full Time Study

Australian law requires international students to undertake a full-time study load. A full-time study load is normally a minimum of 20 hours per week for at least 40 weeks each calendar year or continuous 12-month period.

Attendance

International students studying VET courses are expected to attend all classes to facilitate effective learning. Gradskill College Australia monitors student attendance in accordance with its Attendance Policy and requires students to attend 80% of their scheduled classes. However, students in VET courses at Gradskill College Australia will be reported to the Department of Home Affairs (DHA) only on the basis of unsatisfactory course progress (see Academic Progress).

Please refer to student attendance policy at www.gradskill.com.au/policies.

Academic Progress

If students do not meet academic progress requirements, they will be reported to Department of Home Affairs (DHA) which may lead to cancellation of their visa. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. One study period for Gradskill College Australia course is of 10 weeks (term).

A failure in more than 50% of units in one study period will trigger a review of academic progress by Gradskill College Australia and the implementation of an intervention strategy. Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all classroom activities, theory and practical classes
- Pay attention to the work and activities undertaken in class
- Study the theory and practice the skills that are taught in class
- Ensure that you are present for all assessment activities scheduled by trainers
- Make an appointment with the Trainer or Student Administration Officer if you are having any difficulties with your studies.

In addition to the above minimum requirement, Gradskill College Australia will implement counselling procedures and an intervention strategy when trainers think the student may be at risk of not meeting the course requirements. If a student is identified as not making satisfactory course progress in a two consecutive study period in a course, Gradskill College Australia will notify the student of its intention to report the student to Department of Home affairs (DHA) for unsatisfactory progress. The provider does this through the written notice.

Please refer monitoring course progress policy at www.gradskill.com.au/policies.

Change of Address

Upon arriving in Australia, you are required to advise Gradskill College Australia of your residential address, email address, mobile phone number and emergency contact details. Any changes to these details must be notified to Gradskill College Australia within 7 days of the change. It is extremely important that students notify Gradskill College Australia of a change of address as, under Section 20 of the ESOS Act 2000, Gradskill College Australia is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance. Gradskill College Australia may also send warning notices to you to help prevent breaches of your visa conditions. As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is your responsibility and in your own interests to ensure that your address details are always up-to-date at Gradskill College Australia. Additional information on student visa issues is available on the DHA web site at Department of Home Affairs www.homeaffairs.gov.au

IMPORTANT INFORMATION

Work while you study

Australian Immigration laws allow students to work for a limited number of hours while studying on a student visa in Australia. Students can currently work 48 hours per fortnight during Gradskill College Australia's study periods and work full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees.

For more information, please visit <https://www.studyaustralia.gov.au/en/work-in-australia>

Fair Work Ombudsman

If you choose to work while studying in Australia, you are protected by Australian workplace laws. The Fair Work Ombudsman (FWO) provides free information and advice on your rights and responsibilities as an employee.

As a worker in Australia, you have the right to:

- Be paid at least the minimum wage;
- Receive a payslip each time you are paid;
- Work in a safe and healthy environment;
- Take breaks and rest periods;
- Be protected from unfair treatment or discrimination.

Your employer must not take advantage of your visa status. Even if you work in breach of your visa conditions, you are still entitled to fair pay and working conditions under Australian law.

How the Fair Work Ombudsman can help:

- Provide advice on your minimum pay and conditions;
- Assist with workplace disputes;
- Investigate underpayment claims;
- Support you in understanding your employment rights.

To learn more or to request assistance, visit the Fair Work Ombudsman website:

www.fairwork.gov.au

You can also call the Fair Work Infoline on 13 13 94.

Change of Institution or Course

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course.

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course.

Gradskill College Australia will **grant** student transfer requests and will provide a Letter of Release to its international students who have not completed 6 months of study in their principal course in one of the following circumstances, provided the student has no outstanding fees owing to Gradskill College Australia:

- a. the student wishes to access support services that the other provider has and Gradskill College Australia is unable to provide
- b. the student is experiencing a threat to their physical safety which will be alleviated by studying at the other provider
- c. the student is not coping in their course, despite fully participating in intervention activities instigated by the College (see Monitoring Course Progress policy available at www.gradskill.com.au/policies)
- d. the course of study is not consistent with what was specified in the student's acceptance agreement and the offer letter
- e. the student can provide evidence that the student was misled by Gradskill College Australia or by one of its education agents regarding Gradskill College Australia or its course and the course is therefore unsuitable to their needs and/or study objectives
- f. the student is able to demonstrate compassionate or compelling circumstances exist in line with the College's compassionate and compelling circumstances policy, which necessitate transfer to another provider
- g. Gradskill College Australia ceases to be registered or the course in which the student is enrolled ceases to be registered
- h. Gradskill College Australia has a sanction imposed on its registration by its regulator Australian Skills Quality Authority (ASQA) that prevents the student from continuing study in his or her principal course
- i. 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
- j. the student has not commenced studies due to not securing an Australian visa or other compassionate or compelling circumstances in line with the College's compassionate and compelling circumstances policy
- k. an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Gradskill College Australia **will not grant** student transfer requests and will not provide a Letter of Release to its international students who have not completed 6 months of study in their principal course in any of the following circumstances:

- a. The student has not provided a valid offer letter from their prospective CRICOS provider
- b. Gradskill College Australia believes that the transfer will be detrimental to the student. Specific factors that may be considered detrimental to the student includes items listed in clause 3.2 (c, d, e, i and j) of this policy
- c. The student has changed their mind about what program he/she wishes to study and has not discussed the issue with Gradskill College Australia's Student Administration
- d. The student is experiencing welfare issues but has not discussed the issues with Gradskill College Australia's Student Administration

- e. The student is experiencing academic progress or attendance issues but has not discussed the issues with the Student Administration
- f. Gradskill College Australia reasonably believes that the student is attempting to avoid being reported to Department of Home Affairs (DHA) for failure to meet attendance or course progress requirements
- g. the student has been issued with two or more unsatisfactory attendance or course progress letters in the specific term
- h. the course for which the student is intending to study at another provider is similar to or the same as the student's current course of study and no other compassionate or compelling circumstances exist
- i. the student is experiencing homestay or other accommodation problems but cannot demonstrate how the problems will be rectified as a result of the transfer
- j. the student is experiencing timetabling conflicts with regards to personal, work, or other non-study commitments and has not discussed the issues with the Student Administration

If students wish to apply for a permission to transfer to another provider, they will need to complete a written Application to Withdraw Form available from Gradskill College Australia. Documented evidence supporting circumstances/reasons for seeking a release letter must be included with this application. There is no cost attached to applying for a release; however, students will need to contact Department of Home Affairs (DHA) to seek advice on whether a new visa is required if release is granted.

All applications will be assessed on the basis of Gradskill College Australia' Fee Payment and Refund Policy, and the Transfer between Providers Policy, available at www.gradskill.com.au/policies or at the reception.

Deferred or Suspended Studies

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer or suspend the commencement of studies must apply to do so in writing to Gradskill College Australia.

Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g. a hospital procedure)
- Bereavement (death of an immediate member of family)
- Serious illness to an immediate member of family

If you know that you will not be attending classes during the study period, you should contact Gradskill College Australia and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence supporting circumstances/reasons for seeking suspension or cancellation of enrolment you will be required to complete and submit an Application for Suspension or Cancellation of Enrolment form.

Gradskill College Australia may decide to suspend or cancel a student's enrolment on its own initiative as a response to:

- a. Non-Payment of outstanding fees required to undertake or continue the course as stated in the student acceptance agreement
- b. Student misbehaviour where it constitutes a breach of Gradskill College Australia's Student Code of Conduct
- c. Student breaches course progress or attendance requirements in accordance with the Gradskill College Australia's Monitoring Course Progression Policy and Student Attendance Policy

Gradskill College Australia may defer an enrolment where the course is not being offered at the proposed date, site, or other reasons where it is necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to Department of Home affairs (DHA) by Gradskill College Australia and this may affect the status of a student visa.

Please refer to our Deferral, Suspension and Cancellation Policy at www.gradskill.com.au/policies for details.

General Misconduct

General misconduct is where a student: acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Gradskill College Australia's property or the property of others; alters/defaces Gradskill College Australia documents or records; prejudices the good name of Gradskill College Australia, or otherwise acts in an improper manner.

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- contravenes any rules or acts;
- prejudices the good name or reputation of the Gradskill College Australia;
- prejudices the good order and governance of the Gradskill College Australia or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the Gradskill College Australia;
- fails to comply with conditions agreed in the contract;
- wilfully disobeys or disregards any lawful order or direction from Gradskill College Australia personnel;
- refuses to identify him or herself when lawfully asked to do so by an officer of the Gradskill College Australia;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the Gradskill College Australia, or on Gradskill College Australia premises or other premises to which the student has access as a student of the Gradskill College Australia;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to the Gradskill College Australia;

- knowingly makes any false or misleading representation about things that concern the student as a student of the Gradskill College Australia or breaches any of Gradskill College Australia rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to the Gradskill College Australia, or any other person while the student is engaged in study or other activity as a college student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidence of the Gradskill College Australia;
- Misuses any facility in a manner which is illegal or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the Gradskill College Australia premises while acting as Gradskill College Australia student, in a manner which is illegal or which is or will be detrimental to the rights or property of others;
- steals, destroys or damages a facility or property of the Gradskill College Australia or for which the Gradskill College Australia is responsible; or
- Is guilty of any improper conduct.
- fails to reconcile tuition fees (non-payment of fees)
- Engages in cheating or plagiarism

Gradskill College Australia will issue the student with a written warning before taking any actions.

Gradskill College Australia will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending or cancelling a student's enrolment may affect their student visa.

Students have the right to appeal a decision made by Gradskill College Australia to defer, suspend or cancel their studies and have 20 working days to access Gradskill College Australia's complaints and appeals process prior to Gradskill College Australia taking action to suspend or cancel the student's enrolment. If a student accesses Gradskill College Australia's internal complaints and appeals processes, the proposed suspension and/or cancellation will not take effect until the internal process is complete, unless extenuating circumstances relating to the welfare of the student and other students of Gradskill College Australia apply.

Student complaints and appeals

Gradskill College Australia has a Student Complaints and Appeal Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing Gradskill College Australia's informal and formal complaints processes, a student dissatisfied with the outcome may launch an internal appeal. If dissatisfied with the internal appeal outcome, the student may request mediation through the Overseas Student Ombudsman.

Gradskill College Australia complaints and appeal process doesn't take away Student's right as consumer and they can seek external assistance.

Please refer to complaints and appeal policy in this handbook or download from www.gradskill.com.au/policies.

Provider default on delivery of qualification

In the unlikely event that Gradskill College Australia is unable to deliver your course in full, you will be offered a refund of all fees paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Gradskill College Australia at no extra cost. You have the right to choose whether you would prefer a full refund, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Gradskill College Australia is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Please refer to our Fee Payments and Refund policy and Tuition Protection Service policy for details at www.gradskill.com.au/policies.

School-aged dependents

There are requirements for compulsory school attendance for dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees at any school, Gradskill College Australia or university in which they enrol while in Australia.

Access and equity policy

Gradskill College Australia Code of Practice includes an Access and Equity policy. It is the responsibility of all Gradskill College Australia staff to ensure the requirements of the Access and Equity policy are met at all times. You can review the policy at www.gradskill.com.au/policies.

ESOS Framework

The Australian Government wants overseas students to have a safe, enjoyable and rewarding study experience and has put in place laws which 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 Students (ESOS) Act 2000 and the National Code 2018.

Gradskill College Australia is governed by the ESOS Framework and is committed to fulfil its obligations under the act. For full description of ESOS Framework refer to:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Relevant legislations

A range of legislation is applicable to all staff and students of Gradskill College Australia. Information on relevant legislation can be found at the following websites.

- Aged Care Quality and Safety Commission Act 2018 <https://www.legislation.gov.au/Series/C2018A00149>
- VET Quality Framework www.asqa.gov.au
- Education Services for Overseas Students Act 2000 www.gradskill.com.au/esos-framework
- Department of Home Affairs www.homeaffairs.gov.au
- Children's Services Act 2019 <https://www.legislation.vic.gov.au/as-made/acts/childrens-services-amendment-act-2019>

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

PRIVACY STATEMENT

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential. Information is collected on this form and during your enrolment in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001 and the National Code 2018. Information collected about you on this form and during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where Gradskill College Australia is authorised or required by law to do so. You can access information collected from you on this form and during your enrolment by contacting Student Administration at Gradskill College Australia.

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

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

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

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

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

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

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

Gradskill College Australia also collects student information for various marketing purposes. Gradskill College Australia will always seek consent from the student before gathering and using such information and students always have a right to decline such requests. Your enrolment form contains a statement regarding Media Consent. You can review the Gradskill College Australia Privacy Policy and Procedure at www.gradskill.com.au/policies.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. Please refer Gradskill College Australia privacy policy for more information and visit information on The Office of the Australian Information Commissioner (OAIC) at: <https://www.oaic.gov.au/>

FEES AND PAYMENT

Payment of Fees

- a. Fees are generally paid in advance prior to course (or term) commencement. Fees for the course, including Tuition Fees, Material Fees, OSHC as well as payment terms are stipulated in the student agreement.
- b. Students are not required to pay more than an initial tuition fee amount as stated on this offer letter (or 50% of the tuition fee) before the start of the course. However, Students have a choice to pay more than 50% of the tuition fees or the full course fees upfront if you wish to.
- c. If enrolled in more than one course, Students must pay the required deposit for each course (as specified in the Offer Letter and Student Agreement).
- d. All other Fees and Charges related to each course is stipulated in the Schedule of fees section in this agreement and on the Gradskill College Australia website www.gradskill.com.au/fees. The cost of non-tuition fees and charges are subject to change at the discretion of Gradskill College Australia.
- e. A penalty of \$10 per day applies for late payment of required fees.
- f. Gradskill College Australia reserves the right to withhold the granting of an Award attained by a student, if student fees remain outstanding.
- g. If you are unable to satisfactorily complete an assessment task in line with the Student Assessment policy, there will be fees charged for the subsequent Reassessment. The cost of reassessment of each assessment task is \$50. Where a student is required to repeat the unit, the cost to repeat a unit of competency is \$400.
- h. Student must not pay any fees payable to Gradskill College Australia to any third party, including education agents without notifying to Gradskill College Australia before making a payment. Gradskill College Australia will not be responsible for any fees paid by student to such third party and ensuing refunds.

Tuition Fee Protection

As a CRICOS provider, Gradskill College Australia subscribes to the **Tuition Protection Service (TPS)**, an Australian Government initiative that safeguards international students in the event that their education provider is unable to deliver a course.

The TPS provides international students with access to:

- A suitable alternative course with another CRICOS-registered provider, or
- A refund of unspent tuition fees as calculated in accordance with the Education Services for Overseas Students (Calculation of Refund) Specification 2024

If the Gradskill College Australia is unable to deliver the course in full, international students will be contacted directly by the TPS and provided with support to continue their studies or obtain a refund.

The TPS is a secure and transparent mechanism that ensures compliance with the ESOS legislative framework and protects the integrity of Australia's international education sector. For more information, visit: <https://tps.gov.au>

Schedule of Fees

The table below lists a Schedule of Fees charged by Gradskill College Australia to students where applicable.

Fee type	Amount*
Enrolment fee (not refundable)	A\$250 <i>(this fee may be waived or discounted as special offers)</i>
Course Fee	Refer to Course Information Flyer or website
Material Fee	Refer to Course Information Flyer or website
Unit Repeat Fee	A\$400
Re-assessment Fee	A\$50
RPL Fee	A\$300 per unit
Administration Fee	A\$150
Late Payment Fee	\$10 per day
Bank Transfer Fee	A\$30
Airport meeting	A\$100
Accommodation Placement fee	A\$100
Referral to external professional services	Nil

**Fees are subject to change without notice. Please contact student administration for updated fees and charges.*

FEES REFUND

Gradskill College Australia's refund policy outlines the refund policy and procedure in accordance with the requirements Standard 3 of the National Code 2018 and the VET Quality Framework. This policy applies equally to all new and re-enrolling students unless otherwise stated, and provides the details and circumstances of applicable refunds to students where:

- Gradskill College Australia defaults (Provider default)
- The Student defaults (Student default)

1. Provider (Gradskill College Australia) Default:

Gradskill College Australia will be considered to have defaulted when:

- The course the student has enrolled in does not start on the agreed starting day; or
- The course the student has enrolled in ceases to be provided at any time after it starts but before it is completed; or
- The course the student has enrolled in is not provided in full to the student because a sanction has been imposed on Gradskill College Australia
- There is a change of Gradskill College Australia's legal entity and as a result, a corresponding change to the Gradskill College Australia's RTO/CRICOS registration
- In the case, where Gradskill College Australia defaults, the Gradskill College Australia will advise affected students in writing of the default within 3 working days of the default taking place.
- Within 10 working days of the default taking place, the Gradskill College Australia will calculate the refund amount eligible for the student (based on unused prepaid tuition fees), and will offer students placement into a suitable alternative registered course, or a full refund of unused prepaid tuition fees. In each instance, the Gradskill College Australia will give the student a statement explaining how the unused prepaid tuition fees have been calculated.
- Where students choose to accept placement in a suitable alternative registered course, Gradskill College Australia will require the student to sign a document to indicate that they have accepted the placement, and will take reasonable measures to assist in the transition of the student to the new course. Note that students may have to pay other additional fees and charges to the new provider, such as purchasing of any texts or materials, as well as tuition fees that have not been covered by their unused prepaid tuition fees.
- Where the student chooses to accept the full refund of unused prepaid tuition fees, the amount will be paid to the student within 10 working days of the default taking place. Note that international students ceasing studies are advised to contact the Department of Immigration and Border Protection for implications to their student visa
- Gradskill College Australia's fee protection measures for tuition fees paid in advance by international students is the Tuition Protection Service (TPS) which is implemented by the TPS Director.
- Gradskill College Australia will ensure that at all times, it maintains current membership with each scheme and meets each schemes membership and compliance obligations.
- In the event that Gradskill College Australia is unable to provide a refund of unused prepaid tuition fees or place the student in a suitable alternative registered course,

Tuition Protection Service (TPS) will attempt to place the student in a suitable alternative course with another provider, or, if this is not possible, will provide the student with a refund of their unused prepaid tuition fees. Note that international students ceasing studies are advised to contact the Department of Home Affairs (DHA) for implications to their student visa.

2. Student (You) Default:

A student will be considered to have defaulted when:

- The student fails to pay an amount he or she was liable to pay to Gradskill College Australia for the course he/she is enrolled in
- The student withdraws after their agreed starting day
- The student is deemed to have breached a condition of his or her student visa
- The student has been expelled by the Gradskill College Australia due to serious misconduct

In the case of student default, no refunds will be made. Gradskill College Australia reserves the right to claim any outstanding fee for the course(s) the student has enrolled in.

Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded. Such special circumstances include:

- serious illness – verified by a medical certificate
- family or personal tragedy
- acts of God
- acts of Government authorities, for example the student is prevented from commencing studies in the agreed course of study.

Visa Refusal

- a. If a student visa application or visa renewal is refused by the Australian Government, a full refund of tuition fees, less administration fees, will be made. The refund administration fee is \$500 or 5% of the total paid tuition fees, whichever is lesser. Gradskill College Australia will process the refund within 28 days (20 working days) from the day the student visa is refused by the Department of Home Affairs.
- b. If the student is an international student who is currently in Australia and has their student visa application refused by the Department of Home Affairs after the commencement of their studies, for not meeting visa requirements; Gradskill College Australia will calculate and refund the unspent portion of tuition fees paid to date (that is, the product of the weekly tuition fees for the course and the number of weeks remaining in the paid portion of the course, after the day on which the relevant default occurred).
- c. Gradskill College Australia must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).
- d. No refunds will be granted where:

1. an international student currently in Australia has their student visa cancelled by the Department of Home Affairs for a breach of visa conditions; or
2. the student was refused a student visa, and the refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
 - i. the student's failure to start the course at the location on the agreed starting day;
 - ii. the student's withdrawal from the course at that location;
 - iii. the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.

Refund Table

The table below provides a list of the situations a student may apply for a refund and the amount of refund the student is entitled to:

Refund Situation	Applicable Refund
1. Provider default	Full refund of unused prepaid tuition fees (less Administration Fee)
2. Student default	No refund
3. Visa refused (prospective overseas students)	Full refund of prepaid tuition fees (less Refund Administration fees of \$500 or 5% of the total paid tuition fees, whichever is lesser).
4. Visa extension is refused (continuing onshore overseas student)	Full refund of unused prepaid tuition fees (Less Refund Administration fees of \$500 or 5% of the total paid course fees, whichever is lesser).
5. Student withdraws at least 10 weeks prior to agreed starting day	85% refund* of the total Tuition Fees
6. Student withdraws at least 7 weeks prior to agreed starting day	80% refund* of the total Tuition Fees
7. Student withdraws at least 4 weeks prior to agreed starting day	70% refund* of the total Tuition Fees
8. Student withdraws less than 4 weeks prior to agreed starting day	50% refund* of the total Tuition Fees
9. Student withdraws after agreed starting day	No refund
10. Visa cancelled due to the actions of the student (overseas students only)	No refund
11. Expulsion from the college due to breach of college rules or misconduct	No refund
12. Application Fees, Material Fees and all other fees stipulated in the Fees and Charges schedule	No Refund (except in case of visa refusal)

**Refunds granted may incur an education agent's fee, except in the case of visa refusal.*

Non-Commencement of Studies

- Where a student accepts an offer of admission and pays the relevant fee and fails to attend the college on the agreed starting date, or to notify the Gradskill College Australia of his/her intentions, the Gradskill College Australia may cancel the student's

enrolment after 14 days. Refunds will be calculated in accordance with the above Refund Table and the Refund Policy. The cancelling of a student enrolment may affect their student visa.

Deferring of Studies

- If after accepting an offer of a place and applicant gives written notice before the Commencement of the course of his/her intention to defer or postpone to the next available intake, all tuition fees will be transferred to the next available intake. However, any new fee structures and reenrolment fees will apply. The next available intake may be the following term or subsequent terms depending on course availability. The applicant will need to submit an Application to Defer Studies form in line with the Gradskill College Australia's Student Deferment, Suspension and Cancellation Policy.
- Where the student defers commencement to a later commencement date but then gives a written notice of intention to not take up a deferred place prior to commencement, a refund will be assessed based on the period of notification and circumstances of the later commencement date
- Gradskill College Australia is only permitted to approve deferrals of studies for overseas students on the grounds of compassionate or compelling circumstances in line with the Gradskill College Australia's Student Deferment, Suspension and Cancellation Policy

Refund Process

- a. Student must complete a *Refund Application form* to request for a refund.
- b. Evidence (such as visa refusal, air tickets, medical or death certificates etc.) must be attached with the application.
- c. All applications will be considered by the Chief Executive Officer within 10 working days of the completed application being submitted.
- d. The Applicant will be notified of the outcome in writing and the reasons for the decision. In general, there will be two possible outcomes:
- e. Application approved and refund processed.
- f. Application not approved and/or in line with the students written agreement, the student will need to make appropriate payment of outstanding fees.
- g. Once a refund is approved, students will be provided with a letter detailing how their refund amount was calculated and determined. Gradskill College Australia will also inform the student of CoE cancellation advising the student to contact DHA to find out what action, if any, they need to take in regards to their student visa.
- h. Until the application has been assessed and a decision reached, students must continue to attend scheduled classes and maintain their course progress and attendance. Attendance and course progress will be continued to be monitored in line with the Gradskill College Australia's attendance and course progress policies
- i. If the application for refund is successful, Gradskill College Australia will pay the refund within 20 working days of the receipt of the completed refund application. All refunds will be reimbursed in Australian Dollars and will be returned to the student by cheque or deposited into the student's nominated bank account.
- j. Students who are unsuccessful in their refund application may appeal this decision (see complaints and appeals policy).
- k. This policy, and the availability of complaints and appeals processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Student Rights to Appeal

- Any student who is refused a refund by the College may appeal within 14 days in writing to the Student Administration Manager.
- Gradskill College Australia 's appeals process does not circumscribe the students right to pursue other legal remedies.
- This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.
- Students should refer to the College's Complaints and Appeals Procedure should they wish to appeal to any decision made by Gradskill College Australia.

STUDENT SUPPORT SERVICES

A Student Support Officer will provide details about all our services during the orientation program. Additionally, there are staff available during office hours to help Students with any queries they may have.

Orientation

Orientation is conducted prior to the commencement of all courses. The objective is to fully inform new students of all aspects of life at Gradskill College Australia. It also provides an introduction to studying at Gradskill College Australia, local costs of living, transportation, facilities, banking and accommodation. It is a good opportunity to ask questions, meet fellow students and Gradskill College Australia staff.

Arrival and Accommodation Assistance

Gradskill College Australia can arrangement airport pick and temporary accommodation for a minimal cost upon request. Please send us an email to support@gradskill.com.au in inform us that you need these service and our friendly support staff will liaise with to assist you with your arrival and accommodation.

Study Melbourne Hub

The Study Melbourne Hub is a study space in the centre of Melbourne for tertiary international students living in Victoria. The Hub is a welcoming place to network, attend events, meet other students and access support and advice. Visit Study Melbourne Hub website <https://www.studymelbourne.vic.gov.au/study-melbourne-hub> to learn about this program.

Student Support Services Staff

At Gradskill College Australia all academic and non-academic staff act as student support officer in their areas of expertise. However, Gradskill College Australia will also have at least one dedicated Student Support Officer on campus all the time to assist our students.

Gradskill College Australia will ensure that the number of student support staff are proportionate to the number of student enrolment. Gradskill College Australia will review the adequacy of Student Support Officer numbers at the beginning of each term to ensure that they are able to identify if additional dedicated student support staff are needed to be recruited to service the students.

Student Administration officer:

Responsible for overall admissions and enrolment related issues specific course related queries and student support.

Student Support Officers:

Provide academic and non-academic counselling to Students and handle course related queries.

Student Welfare Officer:

Provide services like counselling, information and advice on safety, legal Rights, workplace Rights, Health & Welfare Issues and Mental Health Support, referral to external medical professionals and specialists.

Floor Warden

Responsible for providing instruction for evacuation in case of fire.

First Aid Officer:

Responsible for rendering first aid in case of emergency.

Trainers and Assessors:

Responsible for all specific course related queries and assessment issues and course counselling.

Reception

Our reception is open to assist students from 8.00am to 5:30pm Monday to Sunday (and until 9.30 on Friday)

The table below outlines the list of staff to provide student support service. This list will be update on regular basis for currency.

Support Area	Position/Role	Phone Number
Afterhours emergency contact	CEO	0452 423 697 1300 810 425
Critical Incident	CEO RTO Manager	1300 810 425
Admissions and Enrolment Overseas Student Health Cover Visa Issues Enrolments Re-enrolment Change of Address Certificates, Record of Results and Statements of Attainment Graduation	Student Administration Officer	1300 810 425
Academic Issues Academic Intervention Classroom Issues Credit Transfer/ Recognition of Prior Learning Timetabling Reassessments Work placement Issues	RTO Manager Lead Trainer Trainers/Assessors	1300 810 425
Airport Pickup Accommodation Issues Orientation Bank Account Assistance Career/Job Counselling Access to Policies and Procedures Complaints and Appeals	Student Administration Officer Student Support Officer	1300 810 425

Support Area	Position/Role	Phone Number
Deferment, Suspension or Cancellation Applications Transfer of College Change of course Refund Applications Change of Address Cultural Adjustment English Language Support Finance/Fees Issues Settlement Issues Privacy matters Critical Incident Extra-curricular activities Any other matters		
Counselling Safety Advice Legal Rights Workplace Rights Health & Welfare Issues Mental Health Support Referral to external medical professionals and specialists	Student Support Officer Welfare Officer	1300 810 425
Personal Files and Documentation Student ID Cards/ SMS Login Fees payment	Student Administration Officer Student Support Officer Accounts/Reception	1300 810 425
Emergency Fire Evacuation	Designated Fire Warden	1300 810 425
First Aid (First aid box is located in Student Admin Office)	First Aid Officer (onsite)	1300 810 425

Student and Study Support

Stress, financial difficulties, health, family, relationship issues and social issues can all affect your ability to settle into study. If your studies are being affected by these kinds of issues, please speak with your trainer or any of our staff members, so that we can assist you. External counselling will be available for Students seeking further assistance. Student support and referral by Gradskill College Australia is provided free of cost to students. Students are however informed that fees may be charged by professionals or service providers for their service. Please refer to Gradskill College Australia Student Support Services policy and procedures available at www.gradskill.com.au/policies for details.

We carefully monitor course progress to ensure Students do not fall behind course requirements, because we want our Students to succeed. Please refer to Monitoring Student Course Progress Policy at www.gradskill.com.au/policies for details.

Where a Student has been identified as not attending consecutive classes and has not satisfactorily completed assessments (and are being deemed Not Yet Competent), they will be contacted for support needs or any barriers to learning and meetings will be conducted where necessary. Intervention strategies are then put in place to assist Students to achieve the study goal they initially set out to attain. If you are having any difficulties, we ask that you contact student services at the earliest opportunity so that we can support you in the best way possible.

If you would like information on any of the following areas or issues, ask at reception and our staff or your trainer will assist where they can or refer you to an appropriate staff member for:

- Learning pathways and possible RPL opportunities
- Assistance when applying for credit transfer and RPL
- Language, Literacy and Numeracy (LLN) support
- Course progress and attendance
- Complaints and appeals
- Appeals /conflict resolution
- Provision for special learning needs
- Provision for special cultural and religious needs
- health services
- Education and career counselling
- Stress management
- Access and equity issues
- Any other issues

Reading Writing Hotline

Students who want to get help with their English language, literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506. The Reading Writing Hotline is funded by the Australian Government Department of Education, Science and Training. The project is managed by TAFE NSW - Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy. For details about this service visit <https://readingwritinghotline.edu.au/>

Critical Incidents

Gradskill College Australia has a documented Critical Incident Policy and Procedure that covers the actions to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

Students will be advised of emergency and evacuation procedures during their orientation program. At least one trainer and/or administration staff member who has up-to-date training in first aid and has the knowledge and authority to manage an environmental emergency and critical incident will be on the premises.

Students will be informed of safety measures and processes through the student orientation process, including a safety presentation where questions can be discussed. The Critical Incident Policy and Procedure is available at our website www.gradskill.com.au/policies.

Please contact our Critical Incident Officer, **Basanta Bagale** from 8:30am to 5:30pm on **1300 810 425** or call **0452 423 697** for after hour emergencies.

Student Safety

Gradskill College Australia provide safe workplace and study environment to its staff and students.

Students will be provided with relevant and current information about security issues and how to reduce the risks to their personal safety in Australia generally and in Melbourne City area where the main campus is located. Information will include the contact numbers for emergency services and a contact details of designated staff member.

Students will be informed of safety measures and processes through the student orientation process, including a safety presentation where questions can be discussed.

The Work, Health and Safety Policy and Procedure is available at our website www.gradskill.com.au/policies.

Safety On Campus

Student safety is a shared responsibility. GradSkill College Australia promotes a culture of respect, awareness and proactive risk management. Students are expected to:

- Comply with all safety instructions and emergency procedures
- Report hazards, risks or concerning behaviour to staff immediately
- Refrain from actions that endanger themselves or others
- Cooperate with College staff and emergency services during evacuations or drills

Campus safety measures may include:

- Emergency exits and evacuation maps in each room
- Fire safety equipment and first aid kits
- Regular evacuation drills and staff training
- Secure storage of personal belongings
- Surveillance or monitoring where appropriate

Personal Safety and Support

The College also provides guidance to international students on personal safety while living and studying in Australia. This includes:

- How to travel safely on public transport or at night
- Understanding local laws and emergency contacts
- Tips for protecting personal information and belongings
- Respectful relationships and personal boundaries
- Accessing counselling or wellbeing services when needed

Students are strongly encouraged to keep their emergency contact details up to date with the College and to inform staff if they feel unsafe or unwell at any time.

Some important information on staying safe in Melbourne and in Australia are available from the following website:

<https://www.police.vic.gov.au/personal-safety>

<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia>

<https://www.studymelbourne.vic.gov.au/living-here/health-safety-and-wellbeing>

HELPFUL CONTACTS NUMBERS

In case of Fire, ambulance, police (life-threatening emergencies): Ring **000**

Hospitals and Medical Issues:

- The Alfred: (03) 9076 2000
- Austin Hospital: (03) 9496 5000
- Royal Children's Hospital: (03) 9345 5522
- Royal Women's Hospital: (03) 8345 2000
- Royal Melbourne Hospital: (03) 9342 7000
- St Vincent's Hospital: (03) 9411 7111

Solicitors/ Lawyer:

- The Institute of Arbitrators & Mediators Australia: Freecall 1800 651 650
- Victoria Legal Aid: www.legalaid.vic.gov.au 1300 792 387
- Gothane Lawyers: <https://ghothane.com.au> 1800 886 886

Studying and Living in Victoria

- Study in Australia: www.studyinaustralia.gov.au
- Study in Victoria: <https://www.studymelbourne.vic.gov.au/study-melbourne-hub>
- Youth Central: www.youthcentral.vic.gov.au

Places of Worship

- Churches: www.australianchurches.net
- Mosques: <http://adelaidecitymosque.org.au/>
- Temples Australia: www.hinducouncil.com.au

Accommodation and Rental

- www.realestate.com.au
- www.domain.com.au

Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

Lifeline 24 Hours	131 114
Mensline Australia	1300 78 99 78
Griefline (Telephone Counselling Service)	1300 845 745 (12 Noon - 3 Am, 7 Days a Week)
Abortion & Grief Counselling	1300 363 550
Aidsline	1800 133 392
Alcohol & Drug Information	1300 368 186
Child Protection	1800 688 009
Children's Help Line	1800 55 1800
Crisis Accommodation Information	1800 627 727
(Homelessness Help Services):	

Crisis Pregnancy	1800 650 840
Drug And Alcohol Service	1800 888 236
1800 RESPECT (Domestic Violence) 24X7	1800 737 732
Emergency Animal Disease	1800 675 888
Funeral Advice	1300 888 188
Gamblers Anonymous	1800 002 210
National Translating And Interpreting Service	131 450
Poisons Information Centre	131 126
Qlife LGBTI Community Services	1800 184 527
Quit Line	131 848
Rape Crisis	1800 424 017
Sexual Health	1800 451 624
Suicide Helpline	13 11 14
The Gambling Help Line	1800 858 858
Women's Domestic Violence Crisis	1800 015 188 or (03) 9322 3555
Youth Emergency Services	1800 641 792

Gradskill College Australia will regular update this list and publish it on the notice board at the reception. Refer to our website for updated list of service providers.

COMPLAINTS AND APPEALS PROCEDURE

Policy

The Gradskill College Australia Complaints and Appeal Policy and Procedures is designed to ensure that the College responds effectively and efficiently to student complaint and dissatisfaction in during the course of study in accordance with Standard 10 of The National Code 2018 and Standard 2.7, 2.8 of the Standards for the Registered Training Organisations (RTOs) 2025.

This policy outlines a mechanism to ensure students and prospective students can have their dissatisfaction regarding any academic or non-academic matters addressed appropriately in a timely, fairness and confidential manner.

Students who are dissatisfied with decisions made by the College will be able to access the Gradskill College Australia's internal and external appeal processes.

When a student initiates Gradskill College Australia's complaint and appeal process, the student's enrolment will be maintained until the full internal complaint and appeal process, including the internal and external appeal process, has been completed. Once the appeal process has been completed, College will undertake necessary actions depending on the outcome of the appeal process, within 10 working days of the process being finalised. Where College considers more than 60 calendar days are required to process and finalise the complaint or appeal, it will inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and regularly updates the complainant or appellant on the progress of the matter.

Gradskill College Australia will provide the student with a written statement of the outcome of the complaint or appeal process, including detailed reasons for the outcome.

This Complaints and Appeals Policy and Procedure will be provided to all staff as part of staff induction. It is made available to students as pre-enrolment information through website, student prospectus, Student Offer and Written contract and in students orientation programs. General public can access this policy through Gradskill College Australia's website or by contact Student Administration.

Policy Guidelines

1.0 A complaint is defined as a dissatisfaction with a treatment or service made by:

- 1.1 Gradskill College Australia, its trainers, assessors or other staff
- 1.2 A third party providing services on College's behalf (including, the third party organisation itself, their trainers, assessors or other staff)
- 1.3 Another learner of College

Examples of complaint include, but are not limited to:

- a) Unfair treatment conducted by any party identified in point 1.0 of this policy
- b) State of classroom facilities, equipment or resources of Gradskill College Australia or third party organisations providing services on College's behalf
- c) Time taken to receive feedback on academic results
- d) Time taken to access any service provided by College or a third party organization providing services on College's behalf

- e) Any interaction conducted by a party identified in point 1.0 of this policy

2.0 An appeal is defined as a dissatisfaction with a decision made by Gradskill College Australia, or a third party providing services on College's behalf. Examples of appeal include, but are not limited to, a review of:

- a) A decision, including an assessment decision made by Gradskill College Australia assessor or assessor of a third party providing services on College's behalf
- b) College's intention to report a student for non-compliance of a visa condition
- c) College's decision to not provide a student refund
- d) College's decision to not approve a transfer request
- e) College's decision to not accept an enrolment
- f) College's decision to not approve a suspension of studies, deferment or cancellation request

Note that grounds for internal appeal generally fall in to, but are not limited to, one of the following categories:

- a) New evidence being received by the College, which was not reasonably available at the time that College or a third party providing services on College's behalf, made its decision
- b) Procedural irregularity by College or a third party providing services on College's behalf
- c) Other (compassionate or compelling circumstances)

3.0 Internal Complaint and Appeal

- 3.1 There is no cost involved to students in accessing Gradskill College Australia's internal complaint and appeal process
- 3.2 All parties directly involved in the internal complaint and appeal process may be accompanied and assisted by a support person at any relevant meeting
- 3.3 Complaint and Appeal applications must be accompanied with relevant documentation e.g. written statements, names of witnesses and any other relevant documents to support the students' case. The evidence provided by the student will determine College's investigative activities and will form the basis of College's decision
- 3.4 Should a student not make an internal appeal within 20 working days of the initial decision made by College or a third party providing on College's behalf, the initial decision will be maintained and the College or third party acting on College's behalf will act on the decision
- 3.5 Within 5 working days of the complete complaint/appeal (including supporting evidence) being received, the student lodging a complaint or appeal will receive an acknowledgement of a receipt of a complaint or appeal.
- 3.6 Gradskill College Australia will maintain the students' enrolment while the complaint

and appeal process is ongoing, and will not act on the initial decision until the appeal process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed

- 3.7 All students that access College's complaint and appeal process will be provided with written notification of the outcome, including reasons for the outcome, within 10 working days of the complete complaint/appeal being received.
- 3.8 Where the complaint or appeal process results in a decision that supports the student, College or a third party acting on College's behalf, will complete any corrective actions within 10 working days from the decision
- 3.9 Where the complaint or appeal process results in a decision that is not in favour of the student, the student may choose to access College's external appeal process within 10 working days of the internal appeal outcome
- 3.10 College will assist all students with the external appeal process and will provide the student with written acknowledgement that the external appeal process has been activated upon advice from the student
- 3.11 All records of the complaint and appeal process will be filed in the students file

4.0 External Complaint and Appeal

- 4.1 Students who are dissatisfied with the outcome of Gradskill College Australia's internal complaint and appeal process, have the right to access College's external appeal process within 10 working days of the internal appeal outcome. Should a student not make an external appeal within 10 working days of the internal appeal outcome, Gradskill College Australia's initial decision will be maintained and the College will act on the initial decision.
 - Gradskill College Australia's external appeal reviewer international student is the Commonwealth Ombudsman:
Website: <https://www.ombudsman.gov.au/complaints/international-student-complaints>
Phone: 1300 362 072
- 4.2 The external review is provided at minimum cost to students that wish to access it. For international students, Commonwealth Ombudsman service is free.
- 4.3 Gradskill College Australia will maintain the students' enrolment while the complaint and appeal process is ongoing, and will not act on the initial decision until the appeal process has been completed. Students must in turn ensure they continue to meet their attendance and course progress requirements until the process has been completed
- 4.4 In most cases, the purpose of the external appeal process is to consider whether Gradskill College Australia's, or a third party providing services on its behalf, has followed its policies and procedures, not to make a decision in place of the College
- 4.5 The outcome of the external appeal is final, however does not remove the right for the student to take further action under Australia's Consumer Protection Laws, pursue other legal action or make a complaint to:
 - National Training Complaints Hotline 13 38 73
 - Australian Skills Quality Authority (ASQA)

(<https://www.asqa.gov.au/students/complaints-about-providers>)(complaint about information provided by RTO's, the quality of delivery and assessment and qualifications issued or yet to be issued only)

- Administrative Appeal Tribunal (<http://www.aat.gov.au>)

Visit <https://www.asqa.gov.au/about/complaints/more-support> to find more help with lodging complaints to external party.

- 4.6 Where the external complaint or appeal process results in a decision that supports the student, College will provide written advice to the student and any other relevant party of the outcome and will complete all necessary corrective actions within 10 working days
- 4.7 Where the external complaint or appeal process maintains College's or a third party providing services on College's behalf initial decision, the College will implement the actions as stated in the initial decision
- 4.8 All records of the complaint and appeal process will be filed in the relevant students' file

5.0 Complaint and Appeal Process

Where possible Student Services will initially attempt to resolve student's complaints informally through discussions and general mediation in relation to the student's grievance. The formal a complaint or appeal process will follow if the student is not satisfied with outcome of the informal attempt.

Informal Stage (Complaint only):

Student advises Student Services and attempts to solve the problem informally with the relevant party identified in clause 1.0 of this policy.

- If the student is **satisfied** with the outcome, no further action is needed.
- If the student is **not satisfied** with the outcome, progress to formal complaints process (step 1).

STEP 1 – Complaint and Appeal (Internal):

Student completes a Complaint Form or an Appeal Form with supporting documentation and lodges it with the Student Administration. For an appeal, the application must be within 20 working days of the initial decision being made by College or third party providing services on its behalf.

The Student Administration Officer:

- a. Reviews the case and provides written advice of receiving the complaint/appeal within 5 working days of receiving the complete student submission
- b. Schedules a meeting with the relevant parties involved
- c. Provides student with outcome, including reasons for the outcome within 10 working days of receiving complete student submission
 - If the student is satisfied with the outcome, no further action is needed.
 - If the student is not satisfied with the outcome, progress to step 2.

STEP 2 – Complaint and Appeal (External):

Within 10 working days of receiving the outcome, the student makes an external appeal to Commonwealth Ombudsman and completes and submits the Gradskill College Australia's External Appeal Form to the Student Administration Officer.

The Student Administration:

- a) Provides ongoing assistance to the student in accessing the College's external appeal process
- b) Provides written advice acknowledging the student's external complaint/appeal within 5 working days
- c) Provides student and other relevant parties with the final outcome, including reasons for the outcome within 10 working days of receiving notification from the Commonwealth Ombudsman

Commonwealth Ombudsman will review the appeal and inform College and the student of the outcome.

Note that in most cases, the purpose of the external appeal process will be to consider whether College or a third party providing services on College's behalf has followed its policies and procedures, not to make a decision in place of College. RI and Commonwealth Ombudsman decisions are final however this does not remove the right for the student to take further action under Australia's Consumer Protection Laws or pursue further legal action.

Where the external complaint or appeal process with Commonwealth Ombudsman results in a decision that supports the student, College will provide written advice to the student and any other relevant party of the outcome and will complete all necessary corrective actions within 10 working days.

Where the external complaint or appeal process with Commonwealth Ombudsman, maintains College's or a third party providing services on College's behalf's initial decision, the College will implement the actions as stated in the initial decision

Contact details for lodging External Appeal:

International students lodging an external appeal with should visit Commonwealth Ombudsman website:

<https://www.ombudsman.gov.au/complaints/international-student-complaints> or contact the Commonwealth Ombudsman on 1300 362 072.

MONITORING STUDENT COURSE PROGRESS

Policy

The Monitoring Student Course Progress Policy outlines a process to monitor the progress of overseas students to ensure that they progress through their study and complete the course within the expected course duration.

Gradskill College Australia systematically records, monitors and assesses student course progress and takes proactive measures in notifying and counseling students at risk of not meeting course requirements.

In addition, the College continuously monitors the workload of students to ensure they complete their enrolment within the duration specified in their CoE, and, only allow course duration extensions in certain limited circumstances.

Students who do not meet course progress requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa.

Gradskill College Australia also students can access student support services in academic and non-academic matters, particularly by students who are deemed to be 'at risk' or 'in need'.

1. Definitions

At Risk Student: When a student has achieved 1 Not Yet Competent (NYC) out of 2 delivered units or at any point throughout the Term as identified by their Trainer

Competent: When a student has achieved a Satisfactory Result for all assessment tasks for a unit

Intervention Strategy: Support and guidance that is provided to the student by Gradskill College Australia for students deemed At Risk of Not Meeting Course Requirements or achieving Unsatisfactory Course Progress

Satisfactory Course Progress: When a student achieves a Competent (C) result in more than 50% of the enrolled units in a Term. Where a student is in their Final Term, Satisfactory Course Progress refers to the student fulfilling all course requirements by their scheduled end date, as specified in the Student's CoE

Unsatisfactory Course Progress: When a student achieves a Not Yet Competent (NYC) result in 50% or more of the enrolled units in a Term

Not Meeting Course Requirements: When a student is deemed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course, OR

when a student does not qualify for extension of course duration, has failed occasional units throughout the course, has had an intervention strategy activated with sufficient time for the strategy to run its course and has not met course requirements by their scheduled end date, as specified in the Student's CoE

Not Yet Competent: When a student has achieved a Not Yet Satisfactory Result in one or more assessment tasks for a unit

Term: A duration consisting of generally 10 study weeks. Where a student commences a Term late, the duration is considered to be the remaining weeks of that Term.

2. Information to Students

- 2.1. Students will be informed of this policy about course progress requirement and its consequences prior to the enrolment through the following means:
 - 2.1.1. Inclusion of information about the policy in the student prospectus and the handbook and on the website www.gradskill.com.au
 - 2.1.2. Inclusion of information about the policy in the enrolment application form
 - 2.1.3. Overview of the policy at the selection interview
 - 2.1.4. Inclusion of information about the policy in the offer letter and agreement form
- 2.2. Students will be informed of this policy about course progress requirement after the enrolment and during the course through the following means:
 - 2.2.1. Overview of the policy at the student orientation program
 - 2.2.2. Inclusion of information about the policy in the student handbook and on the website www.gradskill.com.au
 - 2.2.3. Information disseminated in the class by the trainers

3. Recording Course Progress

- 3.1. Trainers record student academic results for each assessment in the Assessment Summary Record Form and provide feedback to students within 5 working days of the submitted assessment
- 3.2. On conclusion of the final assessment for each unit, the Trainer (within 5 working days) will collate all student academic results for the unit into the classes Marking Sheet and will provide the complete and signed Marking Sheet to the Student Services Department
- 3.3. The Student Administration will ensure that the Marking Sheet is entered into the Student Management System within 10 working days of the classes final assessment task and will sign the Marking Sheet as confirmation that all results have been accurately entered into the system
- 3.4. Students are able to access their results by logging into the Student Portal

4. Monitoring Course Progress

- 4.1. Student Course Progress is monitored on a regular basis by Trainers and the Student Administration
- 4.2. Trainers monitor student course progress at a unit level. Where students are identified as At Risk of Unsatisfactory Course Progress, the Trainer will encourage and counsel the student to assist in completing the unit and progressing in their course. The Trainer will also inform the Student Administration to arrange counseling, and activate a formal intervention strategy with the student
- 4.3. The Student Administration monitors student course progress on the conclusion of each second unit in the Term and in each student's final 5 weeks of study. The Student Administration will counsel, devise and activate a formal intervention strategy with the students as instructed by Trainers and the Student Administration

Officer.

4.4. The Administration Manager monitors student course progress on the conclusion of each Term of study. The Training Coordinator will counsel/devise/activate intervention strategies and report students who have not met course requirements in line with this policy.

4.4.1. On the conclusion of each term of study, the Student Administration Officer will identify all students who have achieved a NYC result and send them an “Student at Risk of Unsatisfactory Course Progress” letter. The letter will advise them of the need to achieve satisfactory course progress and outline student visa condition (including that Students who have not met course requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa). The letter will also advise the student to contact the Training Coordinator so that an Intervention Strategy can be initiated.

4.5. Student Administration Officer will also provide the Trainers with the list of students receiving a “Student at Risk of Unsatisfactory Course Progress” letter. Trainer will be instructed to send the students on that list to see Student Administration Officer prior to them being permitted into class. This is to ensure that students can be counselled, and an appropriate Intervention Strategy can be put in place for the student. The Student Administration Officer will provide written notifications to Trainers and update the Weekly Attendance Sheet permitting students to return to classes once the Intervention Strategy has been activated.

5. Assessing Course Progress

5.1. At the conclusion of each Term, the Student Administration Officer will make an assessment on whether or not the student is achieving satisfactory course progress by generating a report from the Student Management System

5.2. Students who have achieved 50% or more NYC in their enrolled units will be sent an Unsatisfactory Course Progress Letter, advising the student to make contact with the Training Coordinator. The Training Coordinator will counsel the student and activate an Intervention Strategy for the student for the following Term. Where a student is in their final Term, the Training Coordinator will have implemented clause 4.4.1 of this policy and will make a determination on whether the student has achieved Satisfactory Course Progress.

5.3. Students who have attained Satisfactory Course Progress, however have outstanding NYC’s will be provided with information regarding reassessment of the NYC units

5.4. All students identified as achieving Unsatisfactory Course Progress will be placed on academic probation for the following Term which will be specified in the Intervention Strategy and which will remain until the student achieves Satisfactory Course Progress

5.5. At the time a student is issued with an Unsatisfactory Course Progress letter, a note is made on the Student Management System. Trainers are instructed to send the student to see Student Administration prior to being permitted into the class. The

Student Administration will provide written notifications to Trainers and update them, permitting students to return to classes once the Intervention Strategy has been activated

6. Intervention Strategies

- 6.1. Where a student is identified as at risk of achieving unsatisfactory course progress or is deemed as achieving Unsatisfactory Course Progress, an Intervention Strategy will be developed and activated to support the student.
- 6.2. Intervention Strategies may include, but are not limited to the following, with the ultimate purpose being to assist students to meet successfully progress through the course and complete the course within their COE duration:
 - 6.2.1. identifying reasons behind unsatisfactory course progress
 - 6.2.2. reviewing study load
 - 6.2.3. attending additional training or study assistance
 - 6.2.4. extending deadline for assessment submission
 - 6.2.5. providing opportunity for additional training and/or reassessment
 - 6.2.6. receiving individual case management
 - 6.2.7. attending counselling
 - 6.2.8. receiving assistance with personal issues which are influencing progress
 - 6.2.9. receiving mentoring
 - 6.2.10. providing English language support
 - 6.2.11. being placed in a suitable alternative course
 - 6.2.12. A combination of the above
- 6.3. All records of intervention strategies will be recorded in the Intervention Strategy Record Form and the Student Management System and filed away in the Students file

7. Additional Student Support

- 7.1. All students studying at Gradskill College Australia will have access to Student Support in both academic and non-academic matters. They include but not limited to Health and Wellbeing counselling, referral to Medical Professional and Specialists, Financial Support, English language support. All support services and referral are provided at no cost to students however the professional or service provider may charge a fee for their service. Refer to **Student Support Policy and procedures** for details.
- 7.2. Student should at first talk to student administration or Student support officer or their trainer if they need any assistance, who will direct them to the appropriate staff or services. Student Support Policy and procedures list the contact details who can offer support in their respective areas.

8. Reporting Unsatisfactory Course Progress

- 8.1. Students that have been assessed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with

sufficient time for the strategy to run its course; OR

Students whose course duration cannot be extended (see clause 8.0), have failed occasional units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date, will be sent an Intention to Report Letter (e-mail and hand delivered or by registered post), advising them of Gradskill College Australia's intention to report them for Unsatisfactory Course Progress and Not Meeting Course Requirements to the Department of Home Affairs through PRISMS.

- 8.2. The Student will be advised that they have 20 working days from the date of the Intention to Report letter to appeal the decision
- 8.3. A student may only appeal where one or more of the following circumstances exist:
 - 8.3.1. Compassionate or Compelling Circumstances (See Compassionate and Compelling Circumstances Policy)
 - 8.3.2. Academic results were recorded incorrectly
 - 8.3.3. An intervention strategy was not implemented or given enough time to run its course
 - 8.3.4. This policy was not adhered to
- 8.4. In the event that a student lodges an appeal, the student will only be reported when the appeals process (including internal, and external appeal) has been completed and the initial decision made by Gradskill College Australia's is upheld.
- 8.5. During the appeals process, the student must continue to attend classes
- 8.6. Where a student has not chosen to access the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results upholding a decision made by Gradskill College Australia, the College will report the student to the Department of Home Affairs for unsatisfactory course progress, through PRISMS, as soon as practicable and no longer than 5 working days from the occurrence

9. Extension of Course Duration

- 9.1. Gradskill College Australia will monitor the workloads of students (as per clauses 4.0, 5.0, 6.0 and 7.0 of this policy) to ensure all students complete their course within their specified durations of their CoE
- 9.2. Where a student is unable to complete their course within the specified durations of their COE, Gradskill College Australia will only grant an extension in the following limited circumstances:
 - 9.2.1. Compassionate or compelling circumstances apply (See Compassionate and Compelling Circumstances Policy)
 - 9.2.2. an Intervention Strategy has been implemented
 - 9.2.3. deferment or suspension of studies has been approved
- 9.3. Should an extension be granted, Gradskill College Australia will notify the student in writing specifying the details of the extension.

- 9.4. Gradskill College Australia will also advise the student to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.
- 9.5. The Student Administration Officer will also ensure the Department is notified as soon as practicable and no longer than 5 working days from the occurrence via PRISMS, and will issue the Student with a new CoE
- 9.6. All records relating to the extension of a students' course duration will be recorded in the Student Management System, with documentation retained in the students file

10. Extension of Course Duration (Other Guidelines)

- 10.1. Gradskill College Australia will not deliver any unit by distance or online learning to International Students
- 10.2. Except in the circumstances specified in clause 8.2 of this policy, Gradskill College Australia will ensure that the expected duration of study specified in the student's CoE will not exceed the CRICOS registered course duration.

STUDENT RIGHTS AS A CONSUMER

As a consumer, a student has the right to receive factual and accurate information about the courses offered by Gradskill College Australia before making an enrolment decision. To ensure this, Gradskill College Australia has stringent policies and procedures in place.

It is very important that you read this handbook and information on website carefully before enrolling with Gradskill College Australia to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student.

As an international student enrolled with the Gradskill College Australia, you have the right to:

- Receive quality education and training that meets the requirements of the *Outcome Standards for RTOs 2025, Education Services for Overseas Students Act 2000 (ESOS Act)* and the *National Code of Practice 2018*.
- Be treated fairly and respectfully by staff and fellow students, in an environment free from discrimination, harassment, and bullying.
- Access accurate and timely information about courses, support services, fees and refund arrangements, policies and procedures, and any changes that may affect your enrolment or study.
- Have your privacy protected in accordance with the *Privacy Act 1988* and the College's privacy policy.
- Access support services, including language, literacy, numeracy and digital (LLND) assistance, academic support, and wellbeing services.
- Be informed of your rights under the ESOS framework, including your right to:
 - receive a written agreement (Letter of Offer and Written Student Agreement and) setting out fees, conditions, and refund policies before you accept your offer,
 - know your provider's obligations to maintain your enrolment and report breaches of visa conditions to the Department of Home Affairs,
 - access an internal complaints and appeals process that is free and fair, and
 - access an external complaints and appeals body if required.
- Request a review of decisions affecting your progress, enrolment, or wellbeing through the College's Complaints and Appeals Policy and Procedure.
- Have your academic achievements assessed fairly, consistently, and in line with the Assessment Policy and Procedure.

Furthermore, the availability of the Fees Payment and Refund Policy and the Complaints and Appeals Policy and Procedure does not remove the right of students to take action under Australia's consumer protection laws.

OTHER POLICIES AND PROCEDURES

Students have access to all relevant administrative and academic policy and procedures. They are published on our website www.gradskill.com.au/policies or they are available from the Student Administration.

MEDIA CONSENT

From time to time, Gradskill College Australia staff may request to take photographs/videos or verbal/written interviews/testimonials of students at Gradskill College Australia or at workplaces where the student is involved in a training or assessment activity. These materials can be published by Gradskill College Australia in print or digital and can be used as professional development materials for trainers and marketing collateral.

You have a right to refuse use of your image or work for such creations or withdraw your media consent at any time by sending a mail or contacting Gradskill College Australia student administration.

LIVING IN AUSTRALIA

Multiculturalism

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and communities. Gradskill College Australia takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

Although English is the official language, more than 4 million Australians speak a language other than English; more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas, the differences are much less than those found in America, Britain and Canada. As you improve your English, you will learn some of Australia's colourful and often humorous slang, and have fun explaining the meanings to friends and relatives.

Religion

Australia is predominantly a Christian country however; all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

Healthcare

Australia has a very good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors and many complementary healthcare practitioners too (Traditional Chinese Medicine, naturopathy, acupuncture, kinesiology etc.). International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (See, Student Visa Obligations, in this section).

Food

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets. Students should have no difficulty finding the foods that they are used to at home. Students can sample almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices

can be found at bistros, cafés and Aussie pubs. For those who like takeaway, most of the major global fast food chains are well represented. The adventurous might want to sample Australia's bush tucker and national specialties like Kangaroo (available in supermarkets) and Crocodile (available in some restaurants)

Sports and recreation

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 120 national sporting organizations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is absolutely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if students bring an appliance from overseas that operates on a different voltage

Transport

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. See Living in Adelaide below for more details.

Driving

Tourist students may drive in Australia on a valid Overseas Driver's License, but if the document is not in English, the visitor must carry a translation with the permit. An International Driver's License alone is not sufficient.

Taxis

Metered taxicabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centres or can hail taxis in the street. A light and sign on the roof indicates if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. You do not need to tip taxi drivers.

Uber/Ride Share

Uber or ride share service is also available at airport and there is designated pick up place available outside airport for Uber customers.

Telephone/Mobile

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Mobile phones are very popular and can be purchased from a number of retailers including Telstra, Vodafone, Optus and other mobile carrier. Call charges vary depending on the carrier and the phone plans.

Budgeting

Students should work out a budget that covers accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account. For more information on Living in Australia costs, visit www.studyinaustralia.gov.au.

Travel

During term breaks, students may like to venture beyond Adelaide to experience more of South Australia's spectacular natural environment and great physical beauty, such as Peninsulas and Coastline, Adelaide Hills, Wine Regions, Kangaroo Island, Flinders Ranges and Outback. Student can also travel around to other states of Australia with short flights to Brisbane, Melbourne, Sydney and Hobart from Adelaide.

Money and banks

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travellers' cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will also cash travellers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centres. Major banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank, are a popular alternative.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at www.studyinaustralia.gov.au. Normal bank trading hours Monday to Thursday - 9.30 am – 4.00 pm Friday - 9.30 am – 5.00 pm Some banks are open Saturday mornings.

Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa and MasterCard.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver-coloured 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-coloured \$1 and \$2 coins.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In good quality restaurants however, it is usual to tip food and drink waiters up to 10% of the bill for good service. Porters have set charges at railway terminals, but not at hotels. However, tipping is a matter of individual choice.

Finding Accommodation

The following types of accommodation are available for international students.

Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable meal times are in relation to your studies and other commitments. You may also want to consider how the other people will feel about your friends visiting, your music and the hours that you keep. There are different types of home stay arrangements:

Cost: A\$380- A\$440 per week

Full Board

Usually includes a furnished room (bed, desk, lamp, wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some homestay providers may even do your laundry.

Cost: A\$440 – A\$470per week

Half Board

Usually includes a furnished room (bed, desk, lamp, wardrobe) and bills (electricity, gas and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A\$410 –A \$440per week

Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called a "lease" to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises). You are responsible for paying all bills (except water and council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): from A\$400.00 per week (unfurnished)

Useful internet sites for student housing are:

<http://www.s-h-a.com.au>

<http://www.lestudent8.com>

<http://www.find-studentaccommodation.com>

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

<http://homestaydirect.com.au>

<http://gumtree.com.au>

<http://flatmatefinders.com.au>

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

<http://studyinaustralia.gov.au>

Useful rental accommodation websites are:

www.realestate.com.au

www.domain.com.au

www.realestateview.com.au

Cost of Living

Australia is a sophisticated, friendly country that enjoys one of the highest standards of living in the world. Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

Melbourne is a reasonably priced city, providing good quality affordable living. Students will need a minimum of AUD\$24,505 per year (excluding tuition fees) to cover living expenses. This will cover accommodation, food, telephone calls, health care, transport, books, clothing and entertainment. The exact amount will vary according to each student's lifestyle.

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

Accommodation ((2026 – indicative average costs)

Hostels & Guesthouses: \$180 – \$350 per week

Shared Rental (room in a share house): \$200 – \$350 per week

On-campus accommodation: \$250 – \$450 per week

Homestay: \$380 – \$470 per week

Private Rental (apartment/unit): \$350 – \$650 per week

Boarding Schools: \$15,000 – \$30,000 per year

Other Living Expenses (2026 – indicative average costs)

Groceries & eating out: \$120 – \$300 per week

Gas & electricity: \$40 – \$120 per week

Phone & internet: \$25 – \$70 per week

Public transport: \$30 – \$70 per week

Car (after purchase): \$150 – \$300 per week

Entertainment & personal expenses: \$80 – \$200 per week

Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. As at December 2025 the annual living cost (excluding tuition fee) is:

- **You** - A\$29,710
- **Partner or spouse** - A\$10,394
- **Child** - A\$4,449

All costs are per year in Australian dollars. To convert to your own currency into Australia dollars, visit <http://www.xe.com/>.

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au

If you experience financial trouble while in Australia, talk to the College's student support staff for assistance.

LIVING IN MELBOURNE

Melbourne

Melbourne is the capital city of the State of Victoria. It is situated on the banks of Yarra River and around the beautiful beaches of Port Phillip Bay. It is an attractive, spacious city with an abundance of parks, gardens, sporting venues and scenic places. Melbourne is also a sprawling city with suburbs extending up to 60km from the city centre.

Melbourne is a truly multicultural city. The population is approximately 4 million. There are now people from over 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and more than 2,300 elegant and cosmopolitan restaurants, bistros and cafés.

Melbourne is considered to be the fashion (and shopping) capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs. For more information, please visit www.studymelbourne.vic.gov.au.

Climate

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to average daily temperatures:

Spring - September to November - 12-22 °C

Summer - December to February - 28-32 °C

Autumn - March to May - 12 - 20 °C

Winter - June to August - 10 - 15 °C.

Melbourne does not have a specific wet season; it can rain at any time of the year.

Cost of Living

See 'Living in Australia' section in this handbook.

Festival City

Known as Australia's festival city, Melbourne provides lively festival entertainment every month. Major festivals include: Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Melbourne International Film Festival, Spring Fashion Week and the Melbourne Fringe Festival.

Melbourne's primary community venue, Federation Square, hosts a great many multicultural festivals throughout the year such as the Indian Film Festival, Diwali Indian Festival of Light, Buddha's Day, Nepal Festival, Thai Culture and Food Festival and Fiesta Malaysia.

Melbourne's music festivals are many ranging from indie music events that attract popular international acts to jazz festivals. Some of the International sporting events include Spring Racing Carnival (Melbourne Cup), Australian Open (Grand Slam tennis), Grand Prix Motor Racing, World Series and Test cricket and Bells Beach Surf Classic

Entertainment

Being located close to Melbourne's Central Business District (CBD), Richmond campus is close to a great array of entertainment options from ten-pin bowling, cinemas and karaoke, to sophisticated art galleries, theatre and dance events, as well the usual bars and clubs. Melbourne is Australia's festival capital, with free events held in city and community venues each month. The city's beautiful green and spacious surrounds are very attractive for social, sporting and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

Public transport tickets

Tickets for Melbourne's Myki public transport ticketing system, which covers trams, trains and buses, must be purchased prior to travel at train stations, some tram stops or retail outlets such as 7Eleven. Tickets are not available on public transport. For more information, visit: www.myki.com.au. Fare evasion attracts steep fines. Melbourne is divided into travel zones and your ticket type and cost depends on which zone you are going to travel in and for how long. There is free tram zone in the CBD area. If your tram journey starts or finishes outside the Free Tram Zone, you need to touch on to ensure you have a valid ticket. Visit www.myki.com.au and Public Transport Victoria at <http://ptv.vic.gov.au/> for more details. Cost: approximately \$57 a week.





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Disclaimer: Information contained in this International Student Prospectus is current at the time of printing and is subject to change. Please refer to information published on website www.gradskill.com.au for the most current information or speak to a Gradskill College Australia staff member for details.

