



## International Student Handbook

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**Emergency mobile contact:** +61 410 620 613

**Website:** [www.entrepreneur.edu.au](http://www.entrepreneur.edu.au)

**Email:** [studentservices@entrepreneur.edu.au](mailto:studentservices@entrepreneur.edu.au)

**Campus Address:**

Suite L1-4 Chevron Renaissance  
3240 Surfers Paradise Boulevard  
Surfers Paradise QLD 4217

**Mailing Address:**

PO Box 9127  
Gold Coast Mail Centre  
Bundall QLD 9726

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## About Us

### Message from the Chief Executive Officer (CEO)

Hello and welcome to Entrepreneur Education. My name is Bill Adler and I am the CEO of Entrepreneur Education.

We commenced operation in 2014. Our team at Entrepreneur Education has a wealth of experience in international studies.

You will have access to all of our team to enable you to enjoy your stay in Australia and enjoy your studies. We have all studied and understand some of the challenges this may present for you. We are here to help you to achieve all that is important to you in relation to your study.

We are excited to have you as a part of our school and we encourage you to ask lots of questions and have some fun along the way.

We wish you all the very best with your studies. All of the team at Entrepreneur Education are here to assist and guide you to make your time more rewarding. Have a great time and we look forward to meeting you.

## Our Campus

Our Gold Coast campus is situated in Surfers Paradise within one hour of Brisbane Airport and 30 minutes to Coolangatta airport. We are located in the Chevron Renaissance Shopping Centre on Level 1. In your free time can relax downstairs from the Campus and enjoy your favourite restaurant, explore the many new eateries and fashion boutiques or shop at the Coles Supermarket. Further details on Chevron Renaissance Shopping Centre can be found here:

<https://www.chevronrenaissanceshoppingcentre.com.au/>

The campus is a short walk to the world famous beach of Surfers Paradise. Students will enjoy access to retail shopping, food shopping and entertainment.

The 'light rail' tram system was opened offering transport access from Broadbeach to the south all the way through to Helensvale in the north with Surfers Paradise in the middle. Catch the G:Link Tram right to our front door! Travel around the Gold Coast has become easier for the traveller.

Entrepreneur Education is a modern campus offering students free access to:

- Computers
- Gold Coast Library services
- Printing and scanning facilities available (please ask at reception)
- Student eating area and kitchen facilities



# Information about studying and living in Australia

## Important websites

### Queensland

<https://www.queensland.com/au/en/info/about-us>

<https://www.goldcoast.qld.gov.au/Services/Safety-security/Lifeguards-beach-safety>

### Study in Australia

<https://www.studyaustralia.gov.au>

### Study Gold Coast

<https://experiencegoldcoast.com/>

### Gold Coast Weather

<http://www.weather.com.au/qld/gold-coast>

### Living in Australia

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

### Life in Australia Book (translated versions)

<https://www.homeaffairs.gov.au/sitesearch?k=Beginning%20A%20Life%20In%20Australia%20Booklet>

### Working in Australia

<https://www.fairwork.gov.au/find-help-for/visa-holders-migrants>

## Surrounding areas to visit

### The Gold Coast:

Defined by its spectacular beaches, hinterland ranges, forests, waterways and vibrant communities, the Gold Coast is an outstanding global city which is proudly looking towards the future.

Some interesting places to visit and the links to these places can be found at:

<https://www.goldcoastaustralia.com/things-to-do.html>

## Other Important websites

### Overseas Students Ombudsman

<http://www.ombudsman.gov.au>

### Department of Home Affairs

The Australian Government's Department of Home Affairs provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Visit <https://immi.homeaffairs.gov.au/> for the latest information.

### Student Visa options

<https://immi.homeaffairs.gov.au/>

### Applying for a Student Visa – rules and requirements

<https://immi.homeaffairs.gov.au/>

### Provider default (if your provider can no longer offer your course for study)

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default>

## Student Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa.

These conditions include (but are not limited to):

- **Complete** the course within the duration on the CoE
- **Maintain** satisfactory academic progress
- **Maintain** satisfactory attendance
- **Maintain** approved Overseas Student Health Cover (OSHC) while in Australia
- **Abide** by all applicable transfer policies (remain within your principal course for at least 6 calendar months, unless the principal education provider has formally recorded the release in PRISMS to allow you to attend another institution)
- **Notify** your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days
- You cannot work more than **48 hours per fortnight** when your course is in session
- For a full list of **mandatory** and **discretionary** student visa conditions including rules for working while studying visit: [www.immi.gov.au](http://www.immi.gov.au)

## Migration Agents

A migration agent can assist you in submitting your visa application and communicate with Department of Home Affairs on your behalf.

## Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in making international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend. Education agents are bound by the Australian International Education and Training Agent Code of Ethics.

**Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.**

## Pre arrival and arrival information

### International Student 24 Hour Emergency Contact:

Phone: +61 7 55 386 569

Emergency mobile contact: +61 419 615 635

Email: [studentservices@entrepreneur.edu.au](mailto:studentservices@entrepreneur.edu.au)

## Important Telephone Numbers

### In the case of an emergency

Dial 000 from a landline or phone box or 112 from a mobile phone for Police, Fire or Ambulance.

### DEPARTMENT OF HOME AFFAIRS

Offices in Australia: <https://www.homeaffairs.gov.au>

Hours of operation 9am to 5pm Monday to Friday

Phone (In Australia): **131 881**

Phone (Outside Australia): **+61 2 6196 0196**

### BRISBANE OFFICE

Ground Floor

299 Adelaide Street

Brisbane QLD 4000

Immigration Offices Outside of Australia - <https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations/list>

## Medical Centres/Hospitals

|                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Gold Coast</b>                                                                                                                                                                                                                                                               |
| <b>Chevron Renaissance Medical Centre</b><br>Shop G.45 Chevron Renaissance Shopping Centre<br>3240 Surfers Paradise Boulevard<br>Surfers Paradise QLD 4217<br>Phone: 07 5561 0340                                                                                               |
| <b>Surfers Paradise Day &amp; Night Medical Centre</b><br>3221 Surfers Paradise Boulevard<br>Surfers Paradise QLD 4217<br>Phone: 07 5592 2299                                                                                                                                   |
| <b>Gold Coast University Hospital</b><br>1 Hospital Boulevard Southport Qld 4215<br>Phone: 1300 744 284 or 07 5687 0000<br>Fax: 07 5687 7880<br>Office hours: 24 hours<br>Website address: <a href="http://www.goldcoast.health.qld.gov.au">www.goldcoast.health.qld.gov.au</a> |
| <b>Robina Hospital</b><br>2 Bayberry Lane Robina Qld 4226<br>Phone: 07 5668 6000<br>Office hours: 24 hours<br>Website address: <a href="http://www.goldcoast.health.qld.gov.au">www.goldcoast.health.qld.gov.au</a>                                                             |
| <b>MyHealth</b><br>Various MyHealth centres around the Gold Coast may not charge students a fee. Please contact MyHealth to confirm their fees<br>Website address: <a href="https://myhealth.net.au/">https://myhealth.net.au/</a>                                              |

## Transport

Gold Coast transport timetables - <http://translink.com.au>

## Library access

Students will be able to join any Gold Coast Library for free. The closest Gold Coast Library is the Southport Library. Students will also be able to join the Southport Library online system to access books online.

<https://www.goldcoast.qld.gov.au/libraries/Home>

## Public Facilities

For all facilities, please check out [www.chevronrenaissancecentre.com](http://www.chevronrenaissancecentre.com)

## Department of Foreign Affairs and Trade (DFAT)

As well as links from the Department of Home Affairs website the Department of Foreign Affairs and Trade website [DFAT embassies](#) has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

|             |                |
|-------------|----------------|
| Brazil      | (02) 6273 2372 |
| China PR    | (03) 9822 0604 |
| India       | (02) 6273 3999 |
| Greece      | (03) 9866 4524 |
| Indonesia   | (03) 9525 2755 |
| Japan       | (03) 9639 3244 |
| Korea South | (02) 6273 3044 |
| Malaysia    | (03) 9820 0921 |
| Taiwan      | (03) 9650 8611 |
| Thailand    | (03) 9650 1714 |
| Vietnam     | (02) 6268 6059 |

For a complete list of foreign embassies in Australia visit:

<https://www.dfat.gov.au/about-us/our-locations/missions/our-embassies-and-consulates-overseas>

## Arranging Travel

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

## Gold Coast Campus

Students should fly into Brisbane International Airport Visit <http://bne.com.au/> or Gold Coast Airport for some services <http://goldcoastairport.com.au/>

On arrival you can catch a cab or train/bus to your accommodation. Entrepreneur Education does not offer an Airport pick up service (outside of Homestay Arrangements). On arrival at Brisbane airport students will need to arrange their own transport to their chosen accommodation. It is recommended that students pre book a pickup service with ConXion - [www.con-x-ion.com](http://www.con-x-ion.com)

On arrival at Coolangatta airport students will need to arrange their own transport to their chosen accommodation. It is recommended that students pre book a pickup service with ConXion - [www.con-x-ion.com](http://www.con-x-ion.com)

## Things to Do

### Before Leaving Home:

|                                                                                   |   |
|-----------------------------------------------------------------------------------|---|
| • Apply for passport                                                              | 0 |
| • Arrange student visa                                                            | 0 |
| • Make contact with college                                                       | 0 |
| • Complete required forms with college                                            | 0 |
| • Make payments to college                                                        | 0 |
| • Arrange for immunisations and medications from doctor                           | 0 |
| • Apply for a credit card and/or arrange sufficient funds                         | 0 |
| • Confirm overseas access to your funds with your bank                            | 0 |
| • Make travel arrangements                                                        | 0 |
| • Arrange travel insurance                                                        | 0 |
| • Advise institution of travel details                                            | 0 |
| • Arrange accommodation                                                           | 0 |
| • Arrange transport from airport to accommodation                                 | 0 |
| • Pack bags being sure to include the following:                                  | 0 |
| ○ Name and contact details of a college representative                            |   |
| ○ Enough currency for taxis, buses, phone calls etc. in the event of an emergency |   |
| ○ Important documents:                                                            |   |
| – <b>THIS HANDBOOK</b>                                                            |   |
| – Passport                                                                        |   |
| – Letter of Offer                                                                 |   |
| – Confirmation of Enrolment (CoE)                                                 |   |
| – Certified copies of qualifications & certificates                               |   |
| – Travel insurance policy                                                         |   |
| – ID cards, drivers' licence, birth certificate (or copy)                         |   |
| – Receipts of payments paid                                                       |   |
| – Medical records and / or prescriptions                                          |   |

***If you are travelling with your family, you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you if required.***

## Upon Arrival in Australia:

|                                                                                         |   |
|-----------------------------------------------------------------------------------------|---|
| • Call home                                                                             | 0 |
| • Settle into accommodation                                                             | 0 |
| • Make contact with college                                                             | 0 |
| • Purchase household items and food                                                     | 0 |
| • Enrol children in school (if applicable)                                              | 0 |
| • Attend International Student Orientation                                              | 0 |
| • Advise college of your address, phone and email                                       | 0 |
| • Obtain student identification (ID) card                                               | 0 |
| • Advise health insurance company of address & obtain card                              | 0 |
| • Open a bank account                                                                   | 0 |
| • Attend faculty/course specific orientation sessions                                   | 0 |
| • Start classes                                                                         | 0 |
| • Apply for tax file number if seeking work                                             | 0 |
| • Get involved in student life and associations (eg music, sporting and cultural clubs) | 0 |

## What to Bring

Australian Customs Services and quarantine are considered to be quite strict. If you are in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. For further information visit the Australian Border Force website: <https://www.abf.gov.au/>

For information on how much luggage you can bring check with your airline.

### Australian Border Force for arriving travellers

<https://www.abf.gov.au/entering-and-leaving-australia/crossing-the-border>

## Various other information on living in Australia including living costs

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

<https://www.studyaustralia.gov.au/en/why-australia>

## Choosing Where to Live

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

Whilst studying with Entrepreneur Education your accommodation options are:

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

<http://www.realestate.com.au>

<http://www.domain.com.au>

<https://studymatch.com.au/>

<https://flatmates.com.au/>

<http://www.homestaydirect.com.au>

## Bringing Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances on the Department of Home Affairs website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

### Issues to Consider

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

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

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

For more information visit:

<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/australian-values>

## Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before and after school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

## Schools

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

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.
2. You will need to provisionally enrol your child in a school before you leave your home country, and you will normally have to pay the school fees one semester in advance. The school will issue a Confirmation of Enrolment (CoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
3. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.
4. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
5. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
6. You should also take into consideration the distance from the school to **your education institution**, the suburb in which you intend to live and the method of transport you plan to use.

### For further information, please contact:

Queensland:

<https://education.qld.gov.au/schools-educators/ecec>

There are two types of schools in Australia – State schools and private/independent schools.

Directory of State and Independent Schools Queensland

<https://education.qld.gov.au/schools-educators/school-types>

## Australian laws and travel tips

We encourage you to familiarise yourself with the following information:

<https://www.smartraveller.gov.au/before-you-go/laws>

## Overseas student health cover (OSHC)

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

### How do I get OSHC?

Students will be able to purchase OSHC through Entrepreneur Education at the enrolment stage. Students will also have the choice to purchase their OSHC through their agent or themselves.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these registered health funds. You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

| <b>OSHC Providers</b>               |                                                                                                           |
|-------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>NIB</b>                          | <a href="http://www.nib.com.au">www.nib.com.au</a>                                                        |
| <b>Medibank Private</b>             | <a href="http://www.medibank.com.au">www.medibank.com.au</a>                                              |
| <b>Allianz Care</b>                 | <a href="https://www.allianzcare.com.au/en.html">https://www.allianzcare.com.au/en.html</a>               |
| <b>BUPA</b>                         | <a href="https://www.bupa.com.au/health-insurance/oshc">https://www.bupa.com.au/health-insurance/oshc</a> |
| <b>Australian Health Management</b> | <a href="http://www.ahm.com.au">www.ahm.com.au</a>                                                        |

Students may also take out additional cover in the form of Extra OSHC and students who could not previously access OSHC may now be able to access Optional OSHC. Some students may be exempt from enrolling with OSHC such as students from countries whose governments may have Reciprocal Health Agreements for students in Australia.

**Note:** only some Reciprocal Health Agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

**Further information on OSHC can be found at:**

<https://oshcaustralia.com.au/>

## Studying with Entrepreneur Education - Orientation

Students must attend orientation prior to commencing their studies. Students will be emailed an orientation reminder. Students who cannot attend the orientation must contact Student Services explaining why.

Students studying General English will complete a placement test before being allocated to a class.

VET orientation is at 8:30am every Friday prior to your start date.

Student ID Cards - All students need a student ID card. Your photo will be taken during orientation for your ID card. Your ID card will be ready at the completion of orientation. With your ID card, you can get a

discount on the bus, the train and the cinema. Students who require a replacement card will incur a replacement fee.

### **Entrepreneur Education Non-Commencement Policy is as follows -**

#### **1. For students who have their visa granted/approved:**

Entrepreneur Education will report a student in PRISMS as non-commencement **14 days** after the expected commencement date, if the student did not attend Orientation, and a revised start date has not been agreed on between the student, the education agent, and Entrepreneur Education. The CoE status will change to 'Cancelled' and Department of Home Affairs will be sent the reason code applied. Please note: If Entrepreneur Education is notified of a revised start date and agrees that the delay will not impact on the end date of the CoE, no action is required from Entrepreneur Education, as long as the student commences on the new expected date.

#### **2. For students who are awaiting their visa grant/approval:**

If a revised start date has not been agreed on between the student, the education agent, and Entrepreneur Education; the students CoE will remain in PRISMS for 180 days. After 180 days, the CoE will expire. If a revised start date is agreed on, Entrepreneur Education will amend the CoE in PRISMS.

### **Course entry requirements:**

All course entry requirements are shown on our website at <https://www.entrepreneur.edu.au/faculties/> - select each course under the relevant Faculty

### **Course delivery:**

Entrepreneur Education will deliver courses as follows:

- 15 hours face to face; *and*
- 5 hours via distance to complete the course work

Students should attend all timetabled hours. Timetables are set in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, no more than one third of studies will be delivered via distance.

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study please refer to the individual course marketing material found on our website:

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

# Legislation and Policies

## Current CRICOS Legislation

[Education Services for Overseas Students Act 2000](#)

[Education Services for Overseas Students Regulations 2001](#)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

## Legislation Information for Students

The Education Services for Overseas Students Act 2000 (the ESOS Act) and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further information visit:

<https://www.studyaustralia.gov.au>

For further information visit: Australian Government - Department of Education and Training

# Entrepreneur Education - Policies & Procedures

## Student Code of Behaviour

1. Entrepreneur Education prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any of its facilities and at any time.
2. Mobile phones are to be turned to silent before entry into classrooms or any training/assessment environment unless prior arrangements have been made with your Mentor.
3. Students must follow the directions of their Mentor at all times.
4. Students are required to wear appropriate safety clothing and use equipment safely (where appropriate and directed to do so by Entrepreneur Education staff).
5. Students must not use inappropriate or offensive language, signs, or gestures at any time.
6. Violent behaviour will not be tolerated.
7. Verbal or other abuse of staff will not be tolerated at all.
8. Weapons cannot be carried onto the premises.
9. Racist behaviour will not be tolerated.
10. Sexual harassment will not be tolerated.
11. Bullying will not be tolerated.
12. English is to be spoken during class and on campus at all times.
13. Fees must be paid as per the due date on the Letter of Offer otherwise late payment fees will be applied.
14. An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, Entrepreneur Education accepts no responsibility for personal property lost or stolen.
15. Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
16. No aggressive physical contact or verbal abuse is tolerated between any persons at any time.
17. Smoking is not permitted inside training facilities and Australian Law must be followed at all times. This includes the smoking laws of the common property where Entrepreneur Education operates.
18. Eating or drinking is not permitted in any space other than the designated areas.
19. Clothing and behaviour should be appropriate and not cause offence to anyone.
20. Students are expected to be genuine/bona fide in Australia to study and complete their course/qualification and therefore should attend class and progress in their course. Refer to our Course Progress and Attendance Policies for further details.

All disciplinary matters will be handled by the General Manager and will be referred to the Police if appropriate.

## Some housekeeping items

We want all our students to enjoy their studies, and to assist in this we have some housekeeping items that apply. At Orientation, and when you first commence your course, the friendly team at Entrepreneur Education will inform you of the following:

- Where the toilets and fire exits are located;
- What the emergency procedures are;
- Where the kitchen and breakout facilities are;
- Any rules, for example asking that all mobile phones are set to silent, and of any security issues they need to be aware of;
- What times the breaks will be held, and what the smoking policy is;
- That this is an interactive course and you should and will be encouraged to ask questions;
- To get the most out of workshops we must all work together, listen to each other, explore new ideas, and make mistakes. After all, that's how we learn;
- The ground rules for participation in the classroom are:
  - Contribute positively
  - Participate
  - Support and encourage other participants
  - When someone is contributing, everyone else is quiet
  - Be patient with others who may not be grasping the ideas
  - Be on time
  - Focus discussion on the topic at hand
  - Speak to the Mentor if you have any concerns.

## Our Refund policy

This refund policy is provided in full to all students prior to any payment being made and is contained in the Letter of Offer.

This refund policy applies to all fees paid to the College and includes any money paid to an Education Agent to be remitted to the College. All fees should be paid directly to Entrepreneur Education. Any additional fees requested by an agent should firstly be queried directly with the College before payment.

**NOTE: Fees for additional services (not covered by the Letter of Offer), not part of the agreement with Entrepreneur Education, conducted by and paid to Education Agents by students, are not covered by this refund policy.**

It is the policy of Entrepreneur Education to ensure that all applications for refund of fees are considered.

An enrolment is defined as a course or courses of study commenced by a student at Entrepreneur Education. The enrolment date is the date of commencement of the student's first course at Entrepreneur Education.

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by Entrepreneur Education for any reason. In this instance a refund will be made in 2 weeks, unless the student decides to move to another course offering.

An application for refund of course fees must be made in writing on the *Application for Refund Form* to Entrepreneur Education stating detailed reasons for the request. Any relevant evidence must be attached for consideration.

| Refund Policy<br>(other than transferring to another CRICOS registered provider)                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unsuccessful Visa application –<br>Visa Refusal prior to commencement<br><br><u>Definitions:</u><br><br><u>Tuition Fees</u> – Tuition and Resource/Material Fees charged as per Student Invoice above (applies to all courses, except SIT30821 Certificate III in Commercial Cookery)<br><br><u>Non-tuition Fees</u> – Resource Fee charged as per Student Invoice above (applies only to SIT30821 Certificate III in Commercial Cookery only) | <ul style="list-style-type: none"> <li>Enrolment Fee – non-refundable on all courses</li> <li>100% refund on total course fees*, minus the <u>lesser</u> of the following amounts:               <ul style="list-style-type: none"> <li>(a) 5% of total course fees^ before the default day; or</li> <li>(b) \$500</li> </ul> </li> </ul> <p>^Course fees is the sum of:</p> <ul style="list-style-type: none"> <li>(a) tuition fees; and</li> <li>(b) non-tuition fees</li> </ul>                                                                                            |
| Unsuccessful Visa application –<br>Visa Refusal after commencement<br><br><u>Definitions:</u><br><br>Tuition Fees – Tuition and Resource/Material Fees charged as per Student Invoice on Page 5 (applies to all courses, except SIT30821 Certificate III in Commercial Cookery)                                                                                                                                                                | <ul style="list-style-type: none"> <li>Enrolment Fee – non-refundable</li> <li>100% refund on all unused tuition fees, calculated from the date of the visa refusal</li> <li>SIT30821 Certificate III in Commercial Cookery Resource Fee – non-refundable</li> </ul>                                                                                                                                                                                                                                                                                                          |
| Cancellation of enrolment twenty (20) or more days prior to commencement date                                                                                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>100% refund of tuition fees paid</li> <li>Enrolment Fee and Resource/Material Fee – non-refundable</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Cancellation less than twenty (20) days prior commencement date                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>0% refund of tuition fees paid</li> <li>Enrolment Fee and Resource/Material Fee – non-refundable</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Cancellation after commencement date                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>0% refund on all tuition fees paid</li> <li>Students are required to continue paying ongoing tuition fees as per the payment plan, until the date of approved cancellation by the College* or until date of departure from Australia**</li> <li>\$500 cancellation fee</li> </ul> <p>*This applies to (not limited to) cases such as alternate visa being granted, therefore no longer needing to study on a student visa<br/>           **This applies to cases where you are returning to your home country and wish to withdraw</p> |
| Cancellation after commencement date due to actions of student – e.g. student reported for non-payment of fees or course progression                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>Enrolment Fee – non-refundable</li> <li>0% refund of used or unused tuition fees</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Course cancelled by Entrepreneur Education (provider default)                                                                                                                                                                                                                                                                                                                                                                                  | Full refund of unused tuition fees or offer for alternate course (if agreed to by student)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Refund Policy<br>(transferring to another CRICOS registered provider)        |                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cancellation of enrolment prior to commencement – single course enrolments   | <ul style="list-style-type: none"> <li>0% refund of tuition fees paid</li> <li>Enrolment Fee and Resource/Material Fee – non-refundable</li> <li>\$500 cancellation fee</li> </ul>                                                                                                                                                                                                                  |
| Cancellation of enrolment prior to commencement – multiple course enrolments | <ul style="list-style-type: none"> <li>0% refund of tuition fees paid</li> <li>Enrolment Fee and Resource/Material Fee – non-refundable</li> <li>\$500 cancellation fee</li> </ul>                                                                                                                                                                                                                  |
| Cancellation of enrolment on or after commencement date                      | <ul style="list-style-type: none"> <li>0% refund of tuition fees paid</li> <li>Enrolment Fee and Resource/Material Fee – non-refundable</li> <li>\$500 cancellation fee</li> </ul> <p>plus</p> <ul style="list-style-type: none"> <li>Student will be required to pay all remaining fees for their current course or \$500 (whichever is the greater) before the release can be approved</li> </ul> |

| Homestay<br>Cancellation & Refund Policy         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Homestay – cancellation of Homestay arrangements | <p><b><u>Cancellation Policy</u></b></p> <p>If the student <b><i>cancels</i></b> their accommodation between 2 to 8 weeks before their arrival:</p> <ul style="list-style-type: none"> <li>• 100% of the Homestay Accommodation fee will be refunded; and</li> <li>• Homestay Placement fee - non-refundable</li> </ul> <p>If the student <b><i>cancels</i></b> their accommodation less than 2 weeks before they arrive:</p> <ul style="list-style-type: none"> <li>• Homestay Accommodation fee - \$100 will be retained, and the remaining balance of the Homestay Accommodation fees paid will be refunded; and</li> <li>• Homestay Placement fee - non-refundable</li> </ul> <p>If the student <b><i>cancels</i></b> their accommodation booking less than 48 hours before their arrival, they will be:</p> <ul style="list-style-type: none"> <li>• Charged one weeks Homestay Accommodation fee; and</li> <li>• Homestay Placement fee – non-refundable</li> </ul> <p>If the student <b><i>postpones or defers</i></b> their accommodation less than 3 weeks before their arrival, they will be:</p> <ul style="list-style-type: none"> <li>• Charged \$100 to cover administration costs</li> </ul> <p>If the student <b><i>postpones or defers</i></b> their accommodation less than 48 hours before their arrival, they will be charged:</p> <ul style="list-style-type: none"> <li>• 1 week Homestay Accommodation fee to recover family costs and administration costs</li> </ul> <p>If a Homestay family is unable to be sourced, or if the student is no longer able to travel due to various reasons (e.g. visa not granted), where adequate and acceptable notice has been provided (assessed on a case-by-case basis):</p> <ul style="list-style-type: none"> <li>• Homestay Placement Fee - fully refundable</li> </ul> <p>Airport Transfer Fee Cancellation:</p> <ul style="list-style-type: none"> <li>• 0% refund if a student fails to notify Entrepreneur Education of their flight details (during standard business working hours) or makes any change within 48 hours prior to their scheduled arrival time.</li> </ul> <p><b><u>Leaving the Homestay early</u></b></p> <p>If a student chooses to leave the Homestay family before the end of their contract period, they are required to:</p> <ul style="list-style-type: none"> <li>• Provide 2 weeks' notice to the Homestay Manager <b>and</b> Homestay family to receive a refund of the remaining Homestay Accommodation fees held;</li> <li>• The Homestay Placement Fee is non-refundable</li> </ul> |

You will need to apply for a refund directly to other agencies for items you purchased from these agencies for refunds for OSHC, equipment, books etc.

***Please note:*** Special consideration may be given to refunds in extenuating circumstances (compassionate/compelling), following a written application to the General Manager and providing documentary evidence to support the claims.

**We will not issue refunds under other circumstances including but not limited to:**

- Changes occur in student work hours, student changes/leaves work;
- It becomes inconvenient for a student to travel to classes;
- A student moves to a different location;
- A student enrolment is cancelled for misbehaviour/breach of the College Code of Behaviour, legislation, or visa conditions.

Refunds will be considered on a pro-rata basis for students who fall ill or are injured to the extent that they can no longer undertake the course, providing supporting documentary evidence is provided (e.g. medical records) to Entrepreneur Education. Entrepreneur Education will determine if this is acceptable for the purposes of the student's ability to complete their course/s.

Entrepreneur Education will notify students of the outcome of the application for refund within 20 working days of receipt of a completed and signed application for refund and applicable evidence. Approved refunds will be paid within 4 weeks after receipt of a written outcome for refund, unless stated otherwise in this policy.

Refunds will be paid directly to the person who entered into the contract with Entrepreneur Education, unless we receive written direction from the applicant to pay someone else. If the original payment was made by credit card, the refund will be returned to the original credit card.

Refunds will be paid in Australian dollars (AUD).

All bank fees/charges incurred in issuing the refund will be deducted from the refund amount.

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

This agreement, and the availability of the complaints and appeals process, does not remove the right of a student to take action under Australia's consumer protection laws.

Students are obligated to pay outstanding course fees and understand Entrepreneur Education will pursue outstanding fees under Australian Law. Unpaid fees will be noted in PRISMS if/when a CoE is cancelled.

#### **IMPORTANT**

**Entrepreneur Education Refund Policy is subject to change and the policy applied to any refund will be the Refund Policy at the time of the requested refund.**

#### **MINIMUM REFUND CALCULATIONS AS PER ESOS LEGISLATION:**

Under the legislation ESOS (Calculation of Refund) Specification 2014

<http://www.comlaw.gov.au/Details/F2014L00907> clear guidelines are provided on calculating refunds in the following circumstances.

Fee calculations will be rounded up to whole dollar amounts.

##### **1. PROVIDER DEFAULT:**

Method for working out amount of refund of tuition fees in event of provider default -

*Refund amount = weekly tuition fee × weeks in default period*

##### **2. PROVIDER DOES NOT ENTER INTO A COMPLIANT STUDENT AGREEMENT**

*Refund amount = weekly tuition fee × weeks in default period*

##### **3. STUDENT DEFAULT**

###### ***i. Visa Refusal:***

The amount of a refund is the amount of the course fees, minus the lesser of the following amounts:

- a. 5% of the amount of Course fees\* received for the course before the default day; or
- b. \$500.

*\* Course fees for a course is the sum of:*

- a) the tuition fees received; and
- b) the non-tuition fees (if any) received

**Definitions:**

Tuition Fees – Tuition and Resource/Material Fees charged as per Student Invoice above (applies to all courses, except SIT30821 Certificate III in Commercial Cookery)

Non-tuition Fees – Resource Fee charged as per Student Invoice above (applies only to SIT30821 Certificate III in Commercial Cookery only)

**ii. Student Default 'Other'**

a. This section applies if:

- i. A registered provider is required to provide a refund because of a default by a student; and
- ii. Section 8 (The provider is not registered to provide a course for a CRICOS student); and
- iii. Section 9 (The provider has not been approved by a Designated Authority or the Secretary) of the ESOS Act, do not apply.

*Refund amount = weekly tuition fee × weeks in default period*

*Note: This section would apply where a student whose visa has been refused, has withdrawn from the course after it commenced, or has failed to pay an amount he or she was liable to pay the provider in order to undertake the course.*

**Tuition Protection Service**

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

The TPS Director may recover from Entrepreneur Education as a debt, the amount equal to the amount paid for a student under the TPS. Refer: Tuition Protection Service; Tuition Protection Service Faqs

**Summary**

In all other cases, refunds are at the discretion of the Entrepreneur Education and may be negotiated on an individual case-by-case basis.

This agreement, and the availability of complaints and appeals processes, does not remove the right of students to take action under Australia's consumer protection laws.

Education Agents are not authorised to accept payment on Entrepreneur Education's behalf, unless otherwise negotiated in the agent agreement.

## Student Ongoing Payment Plan - Fees and Charges

The following fees will be applied should you fail to pay your ongoing tuition fees as per your agreed Payment Plan:

Payments via Ezidebit – Where a payment is returned by your financial institution as unpaid, a failed payment fee is payable by you to Ezidebit **for each failed payment**. Details of this fee will be provided at Orientation.

Non-payment of ongoing tuition fees as per your agreed Payment Plan – payable by you to Entrepreneur Education are as follows:

- 7 days overdue - \$100; plus
- 14 days overdue - \$150; plus
- 21 days overdue - \$200.

Entrepreneur Education may also cancel a student's enrolment for non-payment of ongoing tuition fees as per their agreed Payment Plan. Entrepreneur Education will provide the student with an **'Intention to Cancel – Non-Payment of Fees'** letter after the student is seven (7) days overdue in the payment of their fees as per their agreed Payment Plan. Entrepreneur Education will use our professional judgement to assess each case of the non-payment of fees on its individual merits.

### Ezidebit Fees and charges (subject to change by Ezidebit from time to time):

Administration Fee: \$5.50 (once only)

Dishonour Fee: up to \$21.90 per dishonour

Transaction Fee: \$2.34 per transaction (for bank account transactions)

OR

Transaction Fee for Visa/MasterCard: 2.95% or minimum \$1.75 per transaction

We do not accept payments made via Diners

### Payment Plan – Change Fees

If students need to make a change to their Payment Plan the first change will be completed free of charge. All subsequent changes will incur an administration fee of \$75 per change. Please note: All changes must firstly be approved by the General Manager.

### Change of Enrolment (date, course) – Change Fees

Changes to the enrolment once converted to CoE stage (ie: CoE issued) will incur an administration fee of \$75 per request. If you are changing the date **and the** course this will incur an administration fee of \$150 (2 requests).

### Extension of course assessments request

\$100 or \$250 per unit depending on the case. Must be paid before course work can be assessed. Should compassionate and compelling circumstances apply, fees may be waived. Documentary evidence to support the claims must be provided and cover the student for the duration of the requested units. For example:

#### Assessment Extension fee:

- Applies to current/recent term course work, subject to investigation with documentary evidence - \$100 per unit code.

#### Unit Re-Attempt fee:

- Applies to past terms' course work, subject to investigation with documentary evidence - \$250 per unit code

### Overseas Bank Transfers

Students are responsible to pay for all bank fees and charges in relation to overseas bank transfers for incoming transfers to Entrepreneur Education.

### Other fees and charges:

| Service Type                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Fee                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| Enrolment fee (non-refundable)                                                                                                                                                                                                                                                                                                                                                                                                                                                     | \$250.00                                                             |
| Re-enrolment fee (non-refundable)                                                                                                                                                                                                                                                                                                                                                                                                                                                  | \$250.00                                                             |
| Change of enrolment fees including: <ul style="list-style-type: none"> <li>• Change of Date (per request)</li> <li>• Change of Course (per request)</li> <li>• Change of Payment Plan*</li> <li>• Change of CoE (per CoE)</li> </ul> <i>*If students need to make a change to their Payment Plan the first change will be completed free of charge. Further changes will incur the stated fee.<br/>Please note: All changes must firstly be approved by Entrepreneur Education</i> | \$75.00                                                              |
| Change of Course (after commencement of the course)                                                                                                                                                                                                                                                                                                                                                                                                                                | \$75.00 per course<br>(in addition to the CoE Change Fee of \$75.00) |
| Credit Transfer Assessment fee                                                                                                                                                                                                                                                                                                                                                                                                                                                     | \$75.00                                                              |
| Non Ezidebit Payment Plan fee (if approved)                                                                                                                                                                                                                                                                                                                                                                                                                                        | \$10.00 (per instalment)                                             |
| ID card replacement fee                                                                                                                                                                                                                                                                                                                                                                                                                                                            | \$10.00                                                              |
| Textbook replacement Fee (for lost or damaged textbooks)                                                                                                                                                                                                                                                                                                                                                                                                                           | \$45.00                                                              |
| Re-issue of Certificate fee: <ul style="list-style-type: none"> <li>• Record of Results, Statement of Attainment, Certificate</li> </ul>                                                                                                                                                                                                                                                                                                                                           | \$75.00                                                              |

### **IMPORTANT**

**Entrepreneur Education reserves the right to change the Fees and Charges Policy at its discretion and the policy applied to payment defaults, Ezidebit fees, Payment Plan changes, CoE changes, Change of Course fees, Cancellation Fees, Transfer Fees etc will be the Fees and Charges Policy at the time of the payment default or requested changes.**

**Entrepreneur Education is not responsible for the changes Ezidebit make to their fees and charges and are at the discretion of Ezidebit.**

## Our Summary of Critical Incident Policy and Procedure

At first signs of a staff member becoming aware of a critical incident depending on what the incident is, they must immediately call for assistance and where necessary a staff member or designated person will phone internal personnel and/or outside authorities to assist.

### BASIC PROCEDURE:

- Identify the nature of the critical incident;
- Contact emergency services - 000 or 112 via a mobile if applicable;
- Notify the General Manager;
- Implement an appropriate critical incident plan;
- If applicable secure the area;
- Ensure safety and welfare of staff/students/visitors;
- Liaise with emergency services, hospital and medical services;
- Manage media and publicity - additional embassies/departments may require notification eg Department of Home Affairs - refer to the General Manager for advice;
- Contact and inform parents and family members;
- Identify students and staff members most closely involved and at risk;
- Assess the need for support and counselling for those directly and indirectly involved;
- Ensure only factual information is shared with the community;
- Arrange debriefing for all students and staff most closely involved and at risk;
- Restore College to regular routine, program delivery, and community life as soon as practicable;
- Officer in charge or designated person to complete a Critical Incident Report;
- Identify any other persons who may be affected by the incident and offer support;
- Maintain contact with any injured and affected parties to provide support and to monitor progress;
- Evaluate the management of incident - The evaluation process should include feedback gathered from all staff, students, and other parties involved;
- An evaluation report must be made available to the CEO.

Safety of all involved is paramount. Students and staff are to be located to a 'safe area' if required.

The area must be surveyed and made safe for all parties.

The International Student Welfare/Support Officer (or their back up person) will ensure the student's parents, the Department of Home Affairs and all **appropriate** emergency contacts, are contacted quickly and efficiently being mindful of privacy requirements, cultural needs and time differences. An interpreter may be required.

The International Student Welfare/Support Officer will have access to all emergency student records after hours.

International Student Welfare/Support Officer (or back up person) will recommend and provide details to all parties involved in the incident, with any necessary counselling or support services as required.

All staff involved in the incident are to complete a report to be submitted to the CEO. This report must include action taken at the time any follow up action required.

**Evacuation /Emergency Procedures:**

In the event of any emergency requiring evacuation - follow the **Emergency Evacuation Plans** displayed in every classroom/student area administration.

All emergency plans will state exits, assembly areas and the location and type of emergency equipment available on site eg fire extinguishers.

Emergency Plans will also list emergency phone numbers.

All students and staff must meet at the assembly/safe area as marked on the Evacuation Plan for a roll call.

Emergency evacuation drill practice will be carried out randomly at least monthly.

Emergency evacuation is also explained during student and staff orientation.

A first aid kit will be kept equipped and on all sites at all times.

All emergencies will be recorded and kept on applicable file/s.

**Critical Incidents occurring outside Australia:**

As soon as Entrepreneur Education becomes aware of the incident, staff will endeavour to identify all students who may be affected.

If necessary, students directly affected will be allowed to return home.

Entrepreneur Education staff will arrange counselling support for affected students onshore immediately.

**All critical incidents will be recorded fully (including outcomes and evidence as applicable) and copies kept on student file where relevant.**

## Emergency evacuation procedures – an example

- Emergency Evacuation procedure – Chevron Renaissance Shopping Centre
- Emergency Evacuation Procedure – Entrepreneur Education

Summary is as follows:

### UPON DISCOVERY OF A FIRE OR BECOMING AWARE OF AN EMERGENCY

- Evacuate immediate risk area closing doors behind you
- Call Emergency Services
- Raise the Alarm
- Inform a Fire Warden
- Obey all instructions from Staff and Fire Warden



### ON THE SOUNDING OF THE ALERT TONE “Beep...Beep...Beep”

- Standby and prepare for possible evacuation
- Wardens will search the areas for an emergency or activated detector
- If an emergency is discovered begin evacuation and advise the Chief Warden

### ON THE SOUNDING OF THE EVACUATION TONE “Woop...Woop...Woop”

- Wardens will control an evacuation of the area
- Evacuate the building via the nearest safe exit and proceed to the assembly area

## Our Transfer Policy and Procedure

Entrepreneur Education distinguishes student transfers into two categories - **incoming and outgoing students**.

Entrepreneur Education will ensure all students, staff and agents have access to our *Transfer Policy and Procedure*.

Entrepreneur Education acknowledges students can transfer with no restrictions once they have completed 6 months of their *principal course*.

Entrepreneur Education may request permission from students to contact their previous institution to gain further information on their previous enrolment. Such permission will be requested in writing and signed by the student.

### Incoming Students

1. Entrepreneur Education will not enrol a student wishing to transfer from another institution unless the student can provide evidence they have completed 6 months of their Principal Course unless:
  - a. The original CRICOS provider of the course in which the student is enrolled has ceased to be registered;
  - b. The original provider has recorded the transfer request outcomes in the Provider Registration International Students Management System (PRISMS);
  - c. The original provider has a sanction imposed on its registration by the Australian Government or State or Territory Government that prevents the student from continuing his or her principal course;
  - d. A Government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Entrepreneur Education will check the Provider Registration and International Student Management System (PRISMS) to see if the student is enrolled elsewhere, but will not solely rely on the PRISMS data.

Other checks may include evidence of the completed qualification/Statements of Attainment from the student and/or evidence of the last date they attended a class, to try to ascertain the student is not enrolled elsewhere or still within 6 months of their principal course.

Entrepreneur Education is aware if a student transfers from another provider, any refunds of course fees paid to the original provider will be in accordance with the original provider's refund policy.

### Outgoing Students

Entrepreneur Education will not grant a release to any student who does not have a valid Letter of Offer within the first 6 calendar months from the date of the commencement of their principal course. If the student has had a break in their enrolment due to a deferment or suspension, the break period will not be counted as part of their 6 months of completed study.

Entrepreneur Education will grant a release where the transfer will not be to the detriment of the student.

Some examples of what may be considered to the student's detriment are:

- If the transfer may jeopardise the student's progression through a package of courses;
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student (it is good practice to revisit the issue within a timeframe negotiated with the student); and

- If the student is trying to avoid being reported to Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.

Students wanting to be released from Entrepreneur Education will be required to firstly request an appointment with the General Manager. Entrepreneur Education will endeavour a meeting is offered within 48 hours of the request. After the meeting, the student will be required to complete an application form with reasons of why they want to leave, and then sign and lodge the form with the administration desk. All documentary evidence supporting the request must be submitted with the signed and dated form.

No request will be considered until the student produces a signed Letter of Offer from another CRICOS registered provider.

Entrepreneur Education will not charge for a release.

Our transfer request outcomes will be recorded into Provider Registration International Students

Entrepreneur Education will also advise the student to contact Department of Home Affairs urgently to seek advice on whether or not a new Student Visa is required.

No restrictions apply to students who have completed the first 6 months of their principal course.

Entrepreneur Education will not approve a release before the remainder of course fees for the current course or \$500 (whichever is the greater) is paid. Please refer to our Refund Policy for further details.

Entrepreneur Education's students will be provided with written notice of a transfer refusal. All records and processes which form part of the decision will be kept and retained on the student file.

***NOTE: A Release is NOT REQUIRED if:***

- A student arrives in Australia in anticipation of commencing a course, and the course is conditional on their meeting certain entry requirements. The student fails to meet these requirements, and in the absence of a release, the student is left without a provider. In this situation, where the student has not yet commenced their course, the provider cancelling the student's CoE is sufficient to permit a transfer under Standard 7.

**or**

- Where a student's enrolment may have been cancelled under Standard 9 of the National Code ('Deferring, suspending or cancelling the student's enrolment'), there is no need for the provider to also approve a release - in this situation the cancellation would be sufficient.

**IMPORTANT**

**Principal course is defined by DET/Department of Home Affairs as:**

The principal course is the student's main course of study or that leading to the highest qualification on the student's current Visa. If the student is on a package of courses, the course leading to the highest qualification will be the student's principal course and the restriction will apply to the first six months of that course and any packaged courses before it.

## Transfer Procedure

### ***Incoming Students***

Steps to be followed -

1. Entrepreneur Education will check PRISMS for all incoming students to confirm a release has been approved by their previous provider and the reasons for the release **or** evidence they have completed 6 months of their principal course and that they are not currently enrolled in any course with another provider, unless circumstances at 1(a), (b), (c) or (d) in the Transfer Policy are proven;
2. Copies must be kept on student files of all evidence;
3. If the transfer will affect the start dates of any subsequent courses covered by the Visa, the student needs to obtain a release for those courses or gain the providers' agreement to delay the start of those subsequent courses;
4. Where applicable, Entrepreneur Education staff will advise students that changes to their preliminary courses may have ramifications for their admission to their principal course (e.g. if a preliminary course is a prerequisite);
5. All documentation will be kept on the student's file.

### ***Outgoing Students***

Steps to be followed -

1. Student to complete an 'Request for Transfer to another CRICOS Registered Provider'. This application will include the student's rights to appeal a refusal decision as per '*Entrepreneur Education - Complaints and Appeals Policy*';
2. Ensure your fees are paid up to date. We are not required to consider your request if you have fees outstanding;
3. Entrepreneur Education to provide written acknowledgement of the completed application;
4. Entrepreneur Education will assess the application, make a decision and inform students within **15 working days** of receipt of the signed application. This document will again advise students of their right to appeal the decision;
5. Entrepreneur Education will include advice if there are any outstanding course fees for the remainder of the current course or \$500 fee payable (whichever is the greater), that a release will not be granted until these fees are paid, as per the *Transfer Policy* and *Refund Policy*. ***Please note there is also an cancellation fee of \$500 payable;***
6. Entrepreneur Education will record the transfer request outcomes into Provider Registration International Students Management System (PRISMS) and will state:
  - Whether or not the student demonstrated a commitment to studies during the course;
  - Whether or not they had a good attendance record; and
  - Whether or not they paid all course fees owing

### **Refunds**

If a student has been issued with release, he/she is subject to the conditions of the College's Refund Policy that is current at the time of the requested refund.

## Our Complaints and Appeals Policy

This policy will be given to students before a contract is entered into **or** before an amount of money has been paid **whichever happens first**.

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

All Complaints and Appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution as soon as practicable.

Entrepreneur Education will, in the first instance, always endeavour to resolve complaints/disputes informally.

Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

Entrepreneur Education is committed to dealing with complaints/disputes in a fair and timely manner as follows:

- Where possible the complaint will be dealt with immediately by the General Manager;
- Students and/or Entrepreneur Education staff may be accompanied and assisted by a support person at any relevant meeting;
- The formal complaints process will commence within 10 working days of Entrepreneur Education's receipt of a written complaint or appeal and supporting information;
- Entrepreneur Education will take all reasonable steps to finalise the process within 21 working days from commencement or as soon as practicable;
- The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons of the outcome;
- If a student chooses to access Entrepreneur Education's complaints and appeals processes Entrepreneur Education must maintain the student's enrolment while the complaints and appeals process is ongoing;
- If the internal or external complaint handling or appeal process results in a decision that supports the student, Entrepreneur Education must immediately implement any decision and/or corrective and preventative action and advise the student of the outcome;
- All complaints or appeals will be finalised as soon as practicable after receipt of the written complaint or appeal. A written response advising of the outcome will be provided;
- If the student is not satisfied with the result or conduct of Entrepreneur Education's internal complaints handling and appeals process, Entrepreneur Education will assist the student to access independent mediation at minimal or no cost to resolve the dispute – Independent Mediation available through the Dispute Resolution Branch of the Department of Justice and Attorney General;
- Nothing in the College's Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies;
- If a student is not satisfied with the result or conduct of our internal complaints and appeals process, the institute must advise the student of his or her right to access the external appeals process at minimal or no cost;
- Students can contact the Overseas Student Ombudsman directly.

- The institute is not required to continue to offer learning opportunities throughout the complaints or appeals process. The institute can decide whether it will continue to offer learning opportunities throughout any appeals process. The institute may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment. The institute acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour;
- The dispute resolution policy does not prevent an overseas student from exercising the student's right to other legal remedies;
- Any substantiated complaint will be acted upon. All complaints and appeals will be recorded in detail including the outcome of each stage;
- A complaint can be forwarded directly to the General Manager;
- Entrepreneur Education will not report a student for unsatisfactory progress until the student has been allowed to access our internal and one (1) external complaints and appeals process;
- For appeals on the institute's decision to defer, suspend or cancel a student's enrolment, the institute only needs to wait until the internal complaints/appeals process is completed (if in favour of the institute) to notify DET/Department of Home Affairs via PRISMS.

Where Entrepreneur Education considers that more than 60 calendar days are required to process and finalise the complaint or appeal we must:

- Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required, and;
- Provide regular updates to the complainant or appellant on the progress of the matter.

#### **ACADEMIC COMPLAINTS / APPEALS**

- Complaints/appeals against **academic decisions will be accepted up to fifteen (15) working days from the date an assessment result was received.**
- Assessment will be reviewed having due regard to submissions made by the participant.
- An independent facilitator/Mentor will be assigned to assess the complaint.

#### **Suspension/Cancellation of Enrolment**

- Where the appeal relates to the College's decision to defer/suspend or cancel a student's enrolment for misbehaviour/breach of College rules, the College will only await the outcome of the internal appeals process if it supports the College before notifying DET and Department of Home Affairs through PRISMS of the change to the student's enrolment;
- If the outcome of the internal or external appeals process results in a decision favouring the student the College will immediately implement any corrective action, decision or measures required and advise the student of the outcome.

#### **EXTERNAL COMPLAINTS AND APPEALS**

The institute will only await the outcome of **one (1)** external appeals process before reporting/taking action against the student for course progress or attendance.

Where the appeal relates to the College's decision to defer/suspend or cancel a student's enrolment for misbehaviour/breach of College rules, the College will only await the outcome of the **internal appeals**

process if it supports the College before notifying DET and Department of Home Affairs through PRISMS of the change to the student's enrolment.

Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. <http://www.justice.qld.gov.au/justice-services/dispute-resolution>.

Level 1 Brisbane Magistrates Court  
363 George Street  
Brisbane QLD 4000

Postal address  
GPO Box 149  
Brisbane QLD 4001  
Phone: 07 3006 2518

For details of centres located around Queensland - <http://www.justice.qld.gov.au/justice-services/dispute-resolution/dispute-resolution-centres>

Outside Brisbane phone 1800 017 288.

At present there is no fee for use of this service, but this may change.

If mediation is sought, the mediator is required to report the outcome of the mediation, including any recommendations arising within 14 days of the completion of the review. Once the College receives the report of the outcomes from independent mediation they will provide a written report to the complainant within 10 working days on the recommended actions to resolve the grievance.

## **OVERSEAS STUDENTS OMBUDSMAN**

The Ombudsman provides an external complaint and appeals process for overseas students of private education providers.

If you wish to lodge an external appeal or complain about a decision made by the institute, you can contact the Overseas Students Ombudsman.

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone **1300 362 072** for more information. Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

## **COMMONWEALTH RTO AND CRICOS REGULATOR**

If the student is concerned about the actions of the provider they may approach The Australian Skills Quality Authority (ASQA), the Registration Authority for CRICOS Registered Training Organisations. The Australian Skills Quality Authority (ASQA) has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. To lodge a complaint with ASQA visit - [Make a complaint—overseas students](#)

Please note that ASQA are no longer considered a student advocate. The principal purpose of ASQA accepting and managing complaints and reports about training providers is to gather information to improve the targeting of its regulatory resources.

## COMMONWEALTH ESOS REGULATOR

DET through the ESOS online enquiry form or through the ESOS helpline (02) 6240 5069.

The student may send through a complaint at any point, including after he or she has exhausted the provider's internal appeals process and the external appeals process.

DET will only intervene where Entrepreneur Education's appeals process was not conducted correctly or if Entrepreneur Education did not make the appeals process available to the student.

DET will only look at whether the appeals process met the requirements of the National Code. The DET role is not to judge whether the outcome was right or wrong.

## Our Course Progression & Assessment Submission Policy

The purpose of this policy is to ensure that all International Student course progression is carefully monitored and appropriate intervention strategies are applied to assist students to succeed in their course. The implementation strategies in this policy aim to provide a fair and ethical framework for Entrepreneur Education mentors and students to work within, and to ensure quality progression and assessment procedures are implemented at all times.

Entrepreneur Education is required to have a documented policy and process for monitoring and recording course progress for their overseas students.

Entrepreneur Education will assess, monitor and record student results on completion of each unit of competency or at the end of each Study Term.

The ESOS framework and Department of Home Affairs visa conditions require that students maintain satisfactory academic progress during their course.

Entrepreneur Education will monitor the progress of students to ensure at all times students are in a position to complete the course in the time as specified on their COE.

Entrepreneur is aware that a generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided as a separate course progress policy where needed.

**Unsatisfactory progress is defined by Entrepreneur Education as not successfully completing or demonstrating competence in at least 50% of the course requirements for each Study Term. For example; a term inclusive of 4 units of competency. It would be expected that students achieve 2 units of competency, showing competency in both theory and practical components. This includes outstanding re-submissions.**

### Overview of Strategies

- Entrepreneur Education advises the course requirements for each term clearly to students at enrolment stage and the commencement of their course by issuing students a copy of their course **academic calendar** and **timetable**. Also explaining the course requirements at their **orientation**.
- Any variations are advised to students in writing as soon as they are known.
- Mentors will discuss any concerns with students and offer assistance as they arise to help prevent students falling behind in their course progress.
- Mentors will constantly monitor the progress of students and report any concerns to the Training & Quality Coordinator through reporting processes.
- Entrepreneur Education will conduct a training progress check at the end of each Study Term during Supervised Study week/Holiday weeks. Students are notified in writing via email as soon as it is identified they are 'at risk' for not achieving satisfactory course progress (50% satisfactory course completion or less) via a **Warning Letter**.
- In the event of being issued a Warning Letter, students will be required to meet with their mentor to discuss what action/intervention strategies are to be taken. The mentor is to record the progress result on the student's **Intervention Plan** in collaboration with the student to assist them to make course progress in the next Study Term. The **student must sign the intervention plan** which must be saved in the student's file.
- Students who are identified as having unsatisfactory course progress over **three separate study terms** will be reported in PRISMS for unsatisfactory course progress. Students in this instance will be issued with an **Intention to Report Letter** for not making satisfactory progress advising them they have 20 working days to access Entrepreneur Education's internal **complaints** and **appeals process**.
- At any time during the study term, if a student is identified by their mentor as 'a possible risk', the student will be given verbal/written warning and may offered counselling and an intervention plan by their mentor. This must be documented on an Intervention Plan form.
- Intervention strategies are tailored to meet each student's individual needs.
- Intervention strategies could include a combination of:
  - o attending regular collaborate sessions to access tutorial support and mentoring
  - o improved class attendance
  - o personal counselling (internal or external)
  - o course counselling (with management)
  - o extension for outstanding assessments (must complete a Request for Extension form to seek approval)
  - o additional English support
  - o reduction in course load (must seek approval from the Training & Quality Coordinator)
  - o other support strategy (mentor must specify)

## Implementation

### Progression Checks:

1. Mentors must conduct a **progress check at the end of each Study Term (supervised study week/holiday weeks)** for every student. Details of the progress check are to be recorded and submitted to the Training & Quality Coordinator for checking.
2. If the student commences in the beginning of a unit and Study Term, their progression will be checked from the next unit of commencement. They will not be expected to complete a unit if they enrol half or part way through.
3. Mentors must email the Training & Quality Coordinator a list of the students who require a Warning Letter, with a list of the units that they are behind in.
4. Students must **satisfactorily complete 50% of the assessment work** (according to the definition detailed above) that has been delivered to them since the commencement of Study Term. If they do not meet the 50% progress check, they will be deemed as 'at risk'.
5. If they are deemed 'at risk', they will receive a **first warning letter** and intervention strategies will be implemented.
6. Students who continue to fail 50% of their assessment work in subsequent progression checks, will be deemed as 'at high risk' and receive a **second warning letter**. They will be required to attend counselling and undertake intervention strategies.
7. Students who fail more than 50% or more of their assessment work over **three separate terms**, will receive an **'Intention to Report Letter'**.
8. Students are given 20 working days from the date of the letter to initiate an **internal appeal**. They must follow the **Complaints and Appeals Policy**. Refer to *Complaints and Appeals Policy and Procedure*
9. Student enrolment must still be maintained during an appeals process.

### Assessment Submission:

1. Students must **submit all assessments** (including completing any role plays or presentations) by the due date. Due dates are issued to students at the commencement of their course and throughout the term by the mentor. In most cases the due date is Friday of the final week of delivery for each unit, unless otherwise advised by the mentor.
2. If assessments are not submitted by the due date, the unit will be resulted as **Not Competent**

### Assessment Extension Requests:

1. Students may request an extension for assessments by completing a **Request for Extension** form.
2. Extensions will only be granted in exceptional circumstances (such as for personal or medical reasons). Evidence needs to be supplied and approval is up to management discretion.

### Assessment Submission Results:

1. Mentors must mark all assessments **before the progression check** and give students feedback via email. The feedback must be written on the student's assessment book on the 'Marking Criteria'.
2. Results:
 

**NYS** = means that the assessment task is **Not Yet Satisfactory**, and the student needs to resubmit their assessment. The mentor must give the student a new due date to complete their assessment.

**S** = this means that the assessment task is **Satisfactory** and the student has passed the assessment task.

**Assessment Re-Submission:**

1. If the assessment has been resulted as **NYS**, student's will only be **granted one more chance to resubmit their work**.
2. If the **second assessment is resulted as NYS**, the student will receive a **Not Competent** result for that unit.

**Student Appeals to an Intention to Report Letter**

A student may appeal on the following grounds:

- i. Entrepreneur Education's failure to record or calculate the student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. Entrepreneur Education has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

If a student chooses to access the provider's complaints and appeals process, Entrepreneur Education must maintain the student's enrolment while the complaints and appeals process is ongoing as per the *Complaints and Appeals Policy and Procedure*.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements), Entrepreneur Education does not report the student, and there is no requirement for intervention.

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Entrepreneur Education's intervention strategy, and Entrepreneur Education does not report the student. Documentary evidence must be provided and must stipulate the dates the student has been affected.

*NOTE: Entrepreneur Education will only await the outcome of **our** internal and **one external** appeals process before reporting a student for unsatisfactory course progress (if found in favour of Entrepreneur Education).*

On completion of the appeals process if unsatisfactory course progress is confirmed, the student will be reported in PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

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

**Erratic Course Progress as a Potential Indication of Non-Bona Fide Students**

If Entrepreneur Education suspects a student is not a genuine/bona fide student, Entrepreneur Education may cancel the student's enrolment, as allowed under Standard 9 and as stated in our Standard 9 policy.

*Refer Standard 9 Deferring, Suspending or Cancelling of enrolment*

**A non-genuine/non bona fide student is defined by Entrepreneur Education as a student with erratic (irregular/inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes. This also includes students failing to attend intervention meetings with their mentor to discuss issued warning letters.** Entrepreneur Education will ensure that prior to

enrolment; students are made aware of the grounds on which cancellation of enrolment may occur as provided to them via this International Student Handbook.

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

**NOTE: To report a student for not making satisfactory progress, Entrepreneur Education staff must go into the Student Course Variation screen, from the dropdown list under 'Reason for Course Variation', and choose *Unsatisfactory Course Progress*.**

## Our Monitoring Attendance Policy and Procedure

Entrepreneur Education is required to have a documented policy and process for monitoring and recording course progress for their overseas students.

Entrepreneur Education will assess, monitor and record student results on completion of each unit of competency or at the end of each Study Term (refer to Course Calendar).

The ESOS framework and Department of Home Affairs visa conditions require that students maintain satisfactory academic progress during their course and attend 20 face to face scheduled contact hours per week.

Entrepreneur Education will monitor the progress of students to ensure at all times students are in a position to complete the course in the time as specified on their COE.

Regular student attendance is monitored by Entrepreneur Education as we believe regular class attendance is essential in order for students to progress satisfactorily in their course.

Students are required to sign attendance sheets in class each day that they are timetabled to attend class. Students will be followed up by the college, should they be failing to attend class.

Administration staff will monitor attendance of students as a duty of care and where concerns are identified, students will be contacted to ensure they are ok.

## Our Course Plagiarism Policy

The purpose of this policy is to ensure a systematic and fair approach to the treatment of plagiarism at Entrepreneur Education. Entrepreneur Education takes plagiarism seriously and have an obligation to ensure that students understand how to avoid copying work from others and how to comply. Suspected plagiarism will be investigated on a case-by-case basis and assessed on individual merits.

### Definition

Plagiarism means to take and use ideas from another person or publication and pass it as your own. It is copying from someone else's work. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Examples include:

- Copying and pasting information from the internet including forms of Artificial Intelligence, textbooks and learning guide without referencing
- Borrowing another student's assessment and copying their answers
- Handing in assessments markedly similar to or copied from another student
- Looking at another student's assessment and slightly changing their responses
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet

*In the context of Graphic Design:*

- Submitting original artwork within industry software
- Google imagery for submissions is acceptable only for concept and is not to be included in final portfolio design work
- Infringing on a third party's copyright
- Using 100% free font downloads (no personal use only fonts)

|                                           |
|-------------------------------------------|
| <b>Obligations &amp; Responsibilities</b> |
|-------------------------------------------|

**Student Obligations:**

- To read, understand and comply with the Entrepreneur Education Plagiarism Policy
- Complete all assessment plagiarism pledges in Canvas
- Follow the Referencing Guide (accessible on Canvas)
- Acknowledge work sources from others
- Avoid sharing assessment work with peers

**Staff Obligations:**

- The responsibility for the implementation of this policy lies with the mentors and management
- All staff must ensure diligence in monitoring student's work for plagiarism and report any concerns
- Staff must inform students about how to avoid plagiarism and the Entrepreneur Education Referencing Guide

|                       |
|-----------------------|
| <b>Implementation</b> |
|-----------------------|

1. Prior to enrolling, students are advised of their obligations to comply with this policy in the ***International Student Handbook*** or ***Participant Handbook***
2. At ***orientation***, students are informed about the definition of plagiarising and are issued a ***Referencing Guide*** to help them to avoid copying work. Students also sign the ***Student Assessment Declaration*** which outlines their obligations.
3. A mentor who has reasonable grounds to believe that plagiarism has occurred, must report the matter to the Office Manager. Assessments that are believed to be plagiarised will be investigated
4. Office Manager will investigate the student's assessment and will give the student an opportunity to respond through a face to face meeting, or via email. If plagiarising has been found to have occurred, staff at Entrepreneur Education have the right to:  
**Action**
  - Issue a warning letter
  - Result the unit as NYS and offer no opportunity for re-submission
  - Exclude any offer of re-enrolment and receiving results for the unit
  - Academic counselling
5. If a student shares their assessment to a peer in their class, the above action may also be taken for the student who shares their assessment.

If the student does not agree with the outcome of a plagiarising investigation, they have the right to appeal the decision made. In this event, the student must follow the ***Complaints and Appeals Policy***.

## Our Course Plagiarism Policy

The purpose of this policy is to ensure a systematic and fair approach to the treatment of plagiarism at Entrepreneur Education. Entrepreneur Education takes plagiarism seriously and have an obligation to ensure that students understand how to avoid copying work from others and how to comply.

### Definition

Plagiarism means to take and use ideas from another person or publication and pass it as your own. It is copying from someone else's work. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Examples include:

- Copying and pasting information from the internet, text books and learning guide without referencing
- Borrowing another student's assessment and copying their answers
- Handing in assessments markedly similar to or copied from another student
- Looking at another student's assessment and slightly changing their responses
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet

*In the context of Graphic Design:*

- Submitting original artwork within industry software
- Google imagery for submissions is acceptable only for concept and is not to be included in final portfolio design work
- Infringing on a third parties copyright
- Using 100% free font downloads (no personal use only fonts)

## Obligations & Responsibilities

### Student Obligations:

- To read, understand and comply with the Entrepreneur Education plagiarism policy
- Follow the referencing guide (accessible on the learning hub)
- Acknowledge work sources from others
- Avoid sharing assessment work with peers

### Staff Obligations:

- The responsibility for the implementation of this policy lies with the mentors and management.
- All staff must ensure diligence in monitoring student's work for plagiarism and report any concerns.
- Staff must inform students about how to avoid plagiarism and the Entrepreneur Education referencing guide

## Implementation

1. Prior to enrolling, students are advised of their obligations to comply with this policy in the ***International Student Handbook*** or ***Participant Handbook***
2. At ***orientation***, students are informed about the definition of plagiarising and are issued a ***referencing guide*** to help them to avoid copying work. Students also sign the ***Student Assessment Declaration*** which outlines their obligations.
3. A mentor who has reasonable grounds to believe that plagiarism has occurred, must report the matter to the Training & Quality Coordinator. Assessments that are believed to be plagiarised will not be accepted.
4. Training & Quality Coordinator will investigate the student's assessment and will give the student an opportunity to respond through a face-to-face meeting. If plagiarising has been found to have occurred, staff at Entrepreneur Education have the right to:

### **Action**

- Issue a warning letter
  - Result the unit as NYS and offer no opportunity for re-submission
  - Exclude any offer of re-enrolment and receiving results for the unit
  - Academic counselling
5. If a student shares their assessment to a peer in their class, the above action may also be taken for the student who shares their assessment.
  6. If the student does not agree with the outcome of a plagiarising investigation, they have the right to appeal the decision made. In this event, the student must follow the ***Complaints and Appeals Policy***.

## Our Course Credit Policy

Course credit is defined as follows:

***'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.'***

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request a Credit Transfer.

Entrepreneur Education requires students to complete the '*Application for Recognition of Course Credit/RPL form*' for assessment by the Training & Quality Coordinator. Evidence is required to substantiate previous knowledge/qualifications.

Entrepreneur Education may require students to complete an assessment to demonstrate competency.

If Entrepreneur Education grants the student course credit, which leads to a shortening of the student's course before the Student Visa is granted, the CoE will indicate the actual net course duration for the course.

If course credit is granted after the student's Visa is granted, any change of course duration will be reported to DET via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

Details about a request for course credit should be advised on your enrolment/application form.

## **Our Policy and Procedure on Deferring, Suspending, or Cancelling a Student's Enrolment**

### **Student Deferment of Studies**

Students can only apply to Entrepreneur Education for deferment or suspension of their studies for compassionate or compelling circumstances (defined as those beyond the control of the student **and** which have an impact on course progress or wellbeing).

### **Deferral prior to commencement**

Students may request a deferral prior to course commencement (change of commencement date). Request must be made using the '*Request to change form*' form (available from Reception or website). If the deferral is approved the student will receive a revised Letter of Offer and CoE.

All applications for deferment or suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

Entrepreneur Education may choose to grant or decline any student's request for deferment or suspension of studies. All documentation including reasons is to be kept on the student file.

If students apply to suspend their studies the maximum allowable period of suspension is six (6) months.

Students may be required to apply for a new Student Visa to continue their course. Students are advised that a deferment or suspension of their studies may affect their Visa.

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

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

Entrepreneur Education will use our professional judgement to assess each case on its individual merits. Documentary evidence will be required to support any compassionate/compelling application. All evidence/notes/comments must be kept on the student file.

Entrepreneur Education may temporarily suspend or cancel a student's enrolment if it deems the student's behaviour to be unacceptable for the educational setting. Student Code of Conduct/Behaviour/Rules are provided to students in the International Student Handbook.

Regardless of whether the 'suspension of enrolment' is at the student's request or a provider-imposed suspension (due to misbehaviour), the period of suspension entered in PRISMS should not be included in attendance monitoring calculations.

### **College Initiated Deferments, Suspensions or Cancellations**

#### **Suspension**

The College may initiate a suspension of studies:

- On the grounds of misbehaviour of a student, in accordance with the College's Student Code of Conduct/Behaviour/Rules.
- Attendance will not be recorded during a period of suspension.
- Course suspension will be recorded on PRISMS.

#### **Cancellation (Reporting)**

The College may initiate the cancellation of a student's course:

- On the grounds of misbehaviour, in accordance with the College's Student Code of Conduct/Behaviour/Rules;
- Due to the student no longer holding a Student Visa;
- Due to the student's failure to pay course fees;
- Student not being a *genuine/bona fide* student, being, they do not attend class or progress in their course as further defined below \*;
- Course suspensions/cancellations will be recorded on PRISMS.

**\*A non genuine/non bona fide student is defined by Entrepreneur Education as a student with erratic (irregular/inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes.**

Entrepreneur Education may also cancel a student's enrolment for non-payment of ongoing tuition fees as per their agreed Payment Plan. Entrepreneur Education will provide the student with an 'Intention to Cancel – Non Payment of Fees' letter after the student is seven (7) days overdue in the payment of their tuition fees as per their agreed Payment Plan. Entrepreneur Education will use our professional judgement to assess each case of the non payment of ongoing tuition fees on its individual merits. Late payment fees apply and are outlined in the Letter of Offer.

Students who have their enrolment suspended/cancelled are subject to the rules of the refund policy regarding any refund of fees.

Where Entrepreneur Education has reason for concern for the welfare of the student or those with whom the student may come into contact, Entrepreneur Education will cancel the student's enrolment prior to completion of any appeals process waiting periods.

Students have **20 working days** to access the Complaints and Appeals process. Notification in PRISMS will not occur until the result of the internal and external appeals process is known, unless extenuating circumstances relating to the welfare of the student apply, such as:

- The student is at risk of committing a criminal offence or is the subject of investigation relating to criminal matters;
- The student's actual or threatened behaviour poses a threat to other staff/students/person;

- The student cannot be located.

**If a student's enrolment is cancelled by Entrepreneur Education, students must contact Department of Home Affairs within 28 days to inform their plans (to find another course or return home).**

### **Suspension Request Procedure**

Students must apply in writing for a suspension of their studies. (Complete the 'Application for suspension or withdrawal' form (available from Reception).

All applications for suspension will be considered and the decision provided in writing to the student within 10 working days from the date of application.

The application will be assessed on its own merits by Entrepreneur Education staff (documentary evidence should be included with the application) and then referred to the General Manager for approval of the decision including reasons for the favourable or not favourable decision.

All outcomes of an application for deferment or suspension must be advised to students in writing and documentation and notes kept on the student file.

Should a student not return after a period of suspension, Entrepreneur Education staff will notify DET through PRISMS of 'student notified cessation of studies'. The 'termination reason' will be 'Student notified cessation of studies'. A comment should be entered that the 'Student did not return' or 'Student did not re-enrol'.

In this instance Entrepreneur Education **is not required** to send a Notice of Intention to report letter and observe any appeals requirements, OR to notify the student of the intention to cancel their studies.

Once Entrepreneur Education notifies Department of Home Affairs via PRISMS of a student's cessation of studies, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If a student chooses to leave Australia, the student's visa will be subject to cancellation.

Entrepreneur Education will record any 'period of exclusion' from class as absence (where the enrolment is not officially suspended in PRISMS) and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

*However, please refer to Our Monitoring Attendance Policy and Procedure. Entrepreneur Education is not required to report for non-attendance.*

In this instance Entrepreneur Education will notify DET through PRISMS that it is cancelling a student's enrolment for disciplinary reasons and the **extenuating circumstances** will be entered into PRISMS and documented and kept on the student file. However, students are still able to appeal the decision from their Australian residence or home country.

Where a student's misbehaviour leads to a criminal conviction the current visa and future visa applications may be cancelled or refused on character grounds.

Entrepreneur Education must also notify DET through PRISMS that it is deferring or suspending a student's enrolment if the suspension will affect the end date of the CoE. PRISMS will then cancel the original CoE, and the processing officer given the opportunity to create a new CoE with a revised end date. If it is not known when the student will return, the option to not create a new CoE at that point should be taken. Once the student has notified Entrepreneur Education of their intended date of return a new CoE can then be created.

**Deferring or suspending that does affect the end date of the COE:**

The College notifies DET through PRISMS that it is **deferring or suspending** a student's enrolment for a period which **will affect the end date of the CoE**.

In such situations, PRISMS will cancel the original CoE, and immediately offer the opportunity to create a new CoE with a more appropriate end date. If it is not known when the student will return, the option to not create a new CoE at that point should be used. Once the student has notified Entrepreneur Education of their intended date of return a new COE can then be created.

**Deferring or suspending that does not affect the end date of the COE:**

The College notifies DET through PRISMS that it is **deferring or suspending** a student's enrolment for a period **without affecting the end date of the CoE**.

In this case there is no change to the CoE or the student's enrolment status on PRISMS i.e. the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS.

**NOTE:**

Prior to the expected commencement date of a course, if a student has a Student Visa, the status on PRISMS will be 'Visa Granted'.

On the expected course commencement date, the student's status on PRISMS automatically changes to 'Studying', and will remain as 'Studying' unless the provider notifies through PRISMS that this is incorrect.

Where a student cannot start on the expected commencement date for compassionate or compelling reasons and Entrepreneur Education has agreed to the student's request for a later starting day; and the end date of the course will not be affected; Entrepreneur Education will not defer the commencement of enrolment.

**Cancelling COE**

Entrepreneur Education notifies DET through PRISMS that it wishes to **permanently cancel (terminate)** the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

**Student does not return after suspension or holiday/break**

Should a student not return to the College after a break/holiday, the College will notify DET via PRISMS of 'student notified cessation of studies' through the course variation screen with 'termination prior to completing course' as the reason.

An additional comment should be added into PRISMS advising student did not return or re-enrol into the course. In this instance, the College is not required to send a Notice of Intention to report or wait any appeals process before cancelling the student's visa. By not re-enrolling the student has 'inactively' advised the College that they do not intend to continue their study.

**Students excluded from class for misbehaviour**

The College will record the period of exclusion from class as absence, and include this absence in attendance monitoring calculations (potentially putting a student with marginal attendance in danger of being reported for unsatisfactory attendance).

*Please refer to Our Monitoring Attendance Policy and Procedure. Entrepreneur Education is not required to report for non-attendance.*

# Student Declaration

***Students Note: You are required to return the Student Declaration pages to Entrepreneur Education with your completed and signed enrolment application.***

**I have read and I understand all the information contained in the Entrepreneur Education International Student Handbook and recommended websites.**

I am aware of the restrictions placed on my enrolment whilst I am on an International Student Visa, including:

- **Completing** the course within the duration specific on the CoE. Non completion will require a new enrolment process and fees payable.
- **Maintaining** satisfactory attendance and academic progress.
- **Maintaining** approved Overseas Student Health Cover (OSHC) while in Australia.
- **Remain** with my principal education provider for 6 calendar months, unless a release is approved by my provider to attend another institution.
- **Notify** my training provider of my Australian address and any subsequent changes of address, phone, or email within 7 days.
- I have read and understand the Refund Policy of my enrolment with my training provider.
- I have read and understand the fees that will apply if I default on the payment of my tuition fees as per my payment plan.
- I understand that the Refund Policy can change subject to Entrepreneur Education discretion and any requested refunds will be subject to the Refund Policy at the time of the request.
- I understand that Entrepreneur Education reserves the right to change the Fees and Charges Policy at its discretion and the policy applied to payment defaults, Ezidebit fees, Payment Plan changes, CoE changes, Change of Course fees, Cancellation Fees, Transfer Fees etc will be the Fees and Charges Policy at the time of the payment default or requested changes.
- I am only allowed to work **up to 48 hours per fortnight** during school study periods.
- I consent to Entrepreneur Education using photographs of myself for marketing campaigns, and the like, with this consent remaining in force beyond my enrolment.
- I have been provided with information regarding:
  - requirements for acceptance into a course, including the minimum level of English language required, academic qualifications or work experience required and whether course credit may be applicable;
  - the course content and duration, qualification offered, modes of study and assessment methods;
  - campus locations and a general description of facilities, equipment, and learning and library resources available;
  - details of any arrangements with another registered provider, person or business to provide the course or part of the course;
  - indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies;
  - information about the grounds on which my enrolment may be deferred, suspended or cancelled;
  - a description of the ESOS framework made available electronically by DET;
  - relevant information on living in Australia, including:
    - indicative costs of living;
    - accommodation options;

- schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.
- I acknowledge that information collected on this form and during my enrolment in order to meet Entrepreneur Education's obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of my visa and my obligations under Australian Immigration Laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. Information collected about me on this form and during my enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service Administrator. In other instances information collected on this form or during my enrolment can be disclosed without my consent where authorised or required by law.

**I understand the student responsibilities, code of behaviour, conditions of enrolment, visa conditions, and policies** outlined in this handbook.

I am aware of my obligation to pay all outstanding course fees and understand Entrepreneur Education will pursue outstanding fees under Australian Law.

**Privacy Statement**

*Entrepreneur Education is firmly committed to privacy. We use applicant's information to create Entrepreneur Education database which is private and confidential. Our enrolment process requires applicants to give us contact information (e.g. name, address, e-mail etc) and we use this information for commercial reasons. Information may be made available to Commonwealth and State agencies and the Australian Government Tuition Protection Service. Our database (including personal details) is for the sole use of Entrepreneur Education and personal data and information gathered for the creation of the database will not be passed to a third party unless it is necessary to pass on this information in order to provide a service that you have asked us to provide.*

Name (please print): \_\_\_\_\_

Signed: \_\_\_\_\_ Dated: \_\_\_\_/\_\_\_\_/\_\_\_\_

Date of birth: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Please return this signed form with your Letter of Offer and other enrolment documents**

**Return to:**

Entrepreneur Education Pty Ltd

Email: [enrolments@entrepreneur.edu.au](mailto:enrolments@entrepreneur.edu.au)



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