



AGE

NATIONAL CODE OF

PRACTICE

**for providers of education and training to overseas
students**

AUDIT

Greg Whateley
Elizabeth Woollacott

V2
November 2024

Table of Contents

TABLE OF CONTENTS	PAGE NO.
STANDARD 1 Marketing information and practices	3
STANDARD 2 Recruitment of overseas students	7
STANDARD 3 Formalisation of enrolment and written agreements	13
STANDARD 4 Education Agents	20
STANDARD 5 Younger overseas students	28
STANDARD 6 Overseas student support services	39
STANDARD 7 Overseas student transfers	46
STANDARD 8 Overseas student visa requirements	55
STANDARD 9 Deferring, suspending or cancelling enrolment	64
STANDARD 10 Complaints and appeals	71
STANDARD 11 Additional requirements	78

Standard 1: Marketing information and practices

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

Standard 1 includes direct reference to Australian Consumer Law. It sets out that registered providers must uphold the integrity and reputation of Australia's education industry by ensuring the marketing of their courses and services is not false or misleading.

Marketing and promotion

When recruiting overseas students, registered providers must ensure that the marketing and promotion of their courses and education services is not false or misleading and is consistent with Australian Consumer Law

All information provided by AGE – essentially online – is accurate, current and comprehensive.

The AGE website can be viewed at - [School | Australian Guild of Music Education | Australia](#)



Courses

Studying at AGE

Students

About Us

Apply Now

Course information is appropriate and current.
Policies are accessible and comprehensive.
Support information is detailed.
The necessary AGE information is current and comprehensive.

The Australian Consumer Law is existing legislation administered by the Australian Competition and Consumer Commission. It is the registered provider's responsibility to comply with the Australian Consumer Law

AGE is aware of the commitment to Australian Consumer Law - [The Australian Consumer Law | Consumer Law](#)

australian consumer law 

The rights of a consumer, business practices, consumer guarantees, product safety, sales practices, and contracts are appropriately acknowledged and administered.

This is evidenced in a range of AGE policies - [Policies & Forms | Guild Music Copy](#)

When seeking to enter into written agreements with overseas students, registered providers must not give false or misleading information on:

- any work-based training an overseas student is required to undertake as part of the course
- prerequisites for entry into the course (including English language) or
- any other information relevant to the registered provider and/or its courses and the outcomes associated with those courses.

Written agreements with Overseas Students are clear, accurate and appropriate. The student offer letter is comprehensive and benchmarked.

AGE currently has *no work-based training* requirements. If this was to change – specific detail would be provided.

English language requirements are clear and evident – see International Students Admissions Policy and Procedure -

'This policy and procedure outlines how and when the Australian Guild of Education ("AGE") upholds the principle that all applicants seeking to enrol are treated fairly and equitably. To ensure this, AGE will have open, fair, clear and transparent procedures that are based on clearly defined entry criteria for making decisions about the admission of students. Students will be admitted on merit, based on the published criteria and AGE will ensure that throughout the process of admission, applicants are treated courteously and expeditiously.' 1.2, p1

Specific reference is made to English Language requirements –

'Students whose first language is not English, must demonstrate competency in the English language. English proficiency can be demonstrated by providing certified evidence of an International English Language Testing System (IELTS) test result (or equivalent alternative test result as listed below), issued no more than two (2) years prior to the date of application' 4.7, p3 –

TEST	OVERALL	READING	WRITING	LISTENING	SPEAKING
IELTS Academic	5.0	-	-	-	-
TOEFL IBT	83	13	21	12	18
PTE Academic	58	50	50	50	50
C1A	180	169	169	169	169
C2P	180	169	169	169	169
OET	-	C+	C+	C/C+	C/C+
KITE	B2 (>450)	B2 (>450)	B2 (>450)	B2 (>450)	B2 (>450)
Duolingo*	115	110	110	110	110

'Applicants who do not meet the specified English proficiency requirements must enrol in an English Language Intensive Courses for Overseas Students (ELICOS) program at a provider of their own choice' 4.9, p4

All other requirements are clearly stated and observed - [Entry Requirements | Guild Music Copy](#)

<p>Registered providers <u>must not</u> promise overseas students any possible migration outcomes from undertaking any courses or guarantee successful education assessment outcomes for the overseas or intending overseas student.</p>	<p>No matters related to migration outcomes are discussed nor any commitment made.</p>
<p>Written or online material</p>	
<p>Registered providers must include their CRICOS registered name and registration number in all written or online material that is distributed or made publicly available. If offering to -</p> <ul style="list-style-type: none"> • provide, or offer to provide, a course to an overseas student • invite overseas students to undertake or apply for a course or • indicate the registered provider is able or willing to provide a course to overseas students 	<p>All documentation – whether in hard or soft format clearly indicates both the CRICOS registration name and registration number –</p> <div data-bbox="927 665 1268 1189" style="background-color: #f0f0f0; padding: 10px; border: 1px solid #ccc;"> <p>Contact & Address</p> <p>Tel: +61 3 9966 3671 Email: support@guildmusic.edu.au</p> <p>Australian Guild of Education Pty Ltd Head Office, Level G 376 Victoria Street, North Melbourne VIC 3051 AUSTRALIA</p> <p>Campus: Level 2 376 Victoria Street, North Melbourne VIC 3051 AUSTRALIA</p> <p>Provider ID: PRV12114 CRICOS Code: 04168K ABN: 81 671 463 853</p> </div>
<p>Recruitment of international students NOT in conflict with Standard 7</p>	
<p>Registered providers must not actively recruit international students where this conflicts with their obligations under Standard 7 (Overseas student transfers).</p>	<p>AGE has a clear understanding of Standard 7 as it relates to overseas student transfers –</p> <p><u>Standard 7: Overseas student transfers - Department of Education, Australian Government</u></p> <p><i>'Registered providers must not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the overseas student completing six months of their principal course of study, except in certain circumstances. For the school sector, a transfer cannot happen until after the first six months of the first registered school sector course.</i></p> <p>As the principal course of study is generally the final course of study covered by the overseas student's visa, transfer requirements apply to all courses of study prior to the overseas student's principal course.'</p> <p>AGE is compliant.</p>

<p>Registered providers are actively recruiting international students when an agent or representative of a particular registered provider speaks or writes directly to an international student and promotes a registered provider or course as superior to and/or cheaper than the registered provider or course in which the international student is currently enrolled, with the intention of encouraging the international student to transfer from their current provider.</p>	<p>AGE is cognisant of Standard 7 and is compliant.</p>
<p>If a registered provider is approached by an international student who wishes to transfer between registered providers, the registered provider should take reasonable steps to check whether a student is enrolled with another provider before completing the enrolment.</p>	<p>AGE is cognisant of the issues associated with Standard 7 – and ensures that it remains compliant accordingly.</p> <p>'There are a range of circumstances detailed in the National Code where a transfer request should be granted because it is in the best interest of the overseas student. These circumstances should be included in the provider's transfer policy.'</p> <p>AGE has in place an informed and benchmarked transfer policy – <i>Student Transfer Policy and Procedure - Student Transfer Policy and Procedure (S1)</i></p>
<p>'Reasonable steps' could include the registered provider asking the international student if they are currently enrolled with another provider, checking an international student's visa and using the Provider Registration and International Student Management System (PRISMS). International students under the age of 18 will need permission from a parent or a legal guardian to change registered providers. The registered provider should issue a letter of offer to the international student, for them to obtain a release from the registered provider the international student is currently studying with.</p>	<p>AGE follows a reasonable approach (if required) including –</p> <p>Asking the question formally.</p> <p>Checking status with PRISMS.</p> <p>AGE does not enrol students under the age of 18</p> <p>A letter of release is requested as part of the letter of offer – if required.</p>

Standard 2: Recruitment of overseas student

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

Registered providers must recruit responsibly and ensure that overseas students are appropriately qualified for the course they are seeking to enrol in. Overseas students must have sufficient information to enable them to make informed decisions about studying with their chosen registered provider.

Information prior to accepting students

The registered provider must make information available that is comprehensive, current and in plain English to overseas students, or intending overseas students, before they are enrolled, including:

- the requirements for an overseas student to be accepted into a course, including English language proficiency, educational qualifications or work experience, and course credit if applicable to the course

All relevant information is made available on the AGE website - [School | Australian Guild of Music Education | Australia](#)

The Letter of offer is also comprehensive and benchmarked.

English Language Proficiency is evident in the Admissions Policy – International and Offshore Students -

'Students whose first language is not English, must demonstrate competency in the English language. English proficiency can be demonstrated by providing certified evidence of an International English Language Testing System (IELTS) test result (or equivalent alternative test result as listed below), issued no more than two (2) years prior to the date of application' 4.7, p3 –

TEST	OVERALL	READING	WRITING	LISTENING	SPEAKING
IELTS Academic	6.0	-	-	-	-
TOEFL iBT	83	13	21	12	18
PTE Academic	58	50	50	50	50
C1A	180	169	169	169	169
C2P	180	169	169	169	169
OET	-	C+	C+	C/C+	C/C+
KITE	B2 (>450)	B2 (>450)	B2 (>450)	B2 (>450)	B2 (>450)
Duolingo*	115	110	110	110	110

'Applicants who do not meet the specified English proficiency requirements must enrol in an English Language Intensive Courses for Overseas Students (ELICOS) program at a provider of their own choice' 4.9, p4

The letter of offer also outlines the English Language requirement.

Detailed pre-requisites are clear – 4.1-4.6 pp2-3

<ul style="list-style-type: none"> the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) course code, course content, modes of study for the course, including any online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods course duration and holiday breaks, course qualification, award or other outcomes 	<p>There are currently no work experience requirements relating to the Bachelor of Music award.</p> <p><i>Credit and Recognition of Prior Learning Policy and Procedures</i> is comprehensive and benchmarked - 87330e_9f158253cd7d41f1ba51058db4534d6b.pdf</p> <p>All necessary details are provided – and remain comprehensive and appropriate.</p> <p>An overview of the course is available at - Study with Us Australian Guild of Music Education</p> <p>Key course information is readily accessible at - Key Course Information Guild Music Copy</p> <p>This includes –</p> <p>The CRICOS Course Code – 04168K Course ID – CRS1201245 AQF level – 7 Mode of Study – Blended Outcome – Bachelor of Music Assessment methods are detailed at -</p> <p>There significant detail relating to assessment to be found in the <i>Assessment and Grading Policy and Procedure</i> - 87330e_cfba293f0ce2414989ab65162266ff69.pdf</p> <p>The course duration is clearly stated – 3 years full time, 2 Semesters a Year, 156 weeks – Key Course Information Guild Music Copy. behind Course Description</p> <p>Holiday breaks and key dates can be viewed at – Key Dates Guild Music Copy</p> <p>The award is a Bachelor of Music</p> <p>The course structure is detailed at - Course Structure Guild Music Copy</p> <p>Learning Outcomes can be viewed at - Key Course Information Guild Music Copy/ behind Learning Outcomes</p>
--	---

- campus locations and facilities, equipment and learning resources available to students

Graduate Attributes can be viewed at - [Key Course Information | Guild Music Copy/](#) behind Graduate Attributes

The campus location is evident on all web pages -

Contact & Address

Tel: +61 3 9966 3671
Email: support@guildmusic.edu.au

Australian Guild of Education Pty Ltd
Head Office, Level G
376 Victoria Street,
North Melbourne VIC 3051
AUSTRALIA

Campus: Level 2
376 Victoria Street,
North Melbourne VIC 3051
AUSTRALIA

Provider ID: PRV12114
CRICOS Code: 04168K
ABN: 81 671 463 853

Equipment requirements are specified – [Course Structure | Guild Music Copy/Device Specs and Delivery](#)

A dedicated and comprehensive International Student Handbook is available – [International Student Handbook 2024](#)

Studying at AGE (pp 28-31) are especially valuable.

- details of arrangements with another provider, person or business who will provide the course or part of the course
- indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course and the registered provider's cancellation and refund policies

AGE does not have a form arrangement in place – but several providers (in Melbourne) are well placed to support students *if this was ever required*.

Detail related to Fees and charges is accessible at - [Fees | Guild Music Copy](#)

'At AGE we're pleased to offer our students outstanding value and quality in our Bachelor of Music degree. We understand that our students' course fees are an important investment in their futures and careers in the industry. In support of that we are committed to offering value for money'

If fees were to be adjusted – a year's notice would be given to students.

<ul style="list-style-type: none"> the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled the Education Services for Overseas Student (ESOS) framework (which is available on the ESOS legislative framework page), including official Australian Government material or links to materials online the policy and process the registered provider have in place for approving the accommodation, support and general welfare arrangements for younger overseas students, where relevant; and accommodation options and indicative costs of living in Australia. 	<p>AGE has in place a comprehensive and benchmarked policies on cancellation and refund –</p> <p><i>Deferment, Suspension and Cancellation of Study Policy and Procedure -</i> 87330e_afdeb882fd3d42059426cfb0695c13b8.pdf</p> <p><i>Fees and Refunds Policy -</i> 87330e_299d0710e21041d78492aabe13689ab0.pdf</p> <p>AGE is cognisant of the ESOS legislation - Education Services for Overseas Students (ESOS) Framework - Department of Education, Australian Government – and is compliant</p> <p>AGE does not provide accommodation for students but does provide significant information and support for arriving students - International Student Handbook 2024</p> <p>A range of student support and general welfare services is provided and detailed at – Student Services Guild Music Copy</p> <p>AGE does not enrol students under the age of 18.</p> <p>A detailed information package is accessible at - International Student Handbook 2024, p20</p>
<p>Registered providers should give as much information as possible about the above, which may be given to overseas students in print form or by referring the student to an electronic copy.</p>	<p>A comprehensive package is readily accessible on line - International Student Handbook 2024 – covering –</p> <ul style="list-style-type: none"> Pre-arrival information Visa Requirements Planning your trip to Australia Entry into Australia Accommodation Living Melbourne Studying at AGE Living in Australia Adjusting to life in Australia Useful Contacts

Registered providers must also have and implement a documented policy and process for assessing that the overseas student's English language proficiency, educational qualifications or work experience is sufficient to enter a course.

English Language Proficiency is evident in the *Admissions Policy and Procedure - 87330e_299d0710e21041d78492aabe13689ab0.pdf*

'Students whose first language is not English, must demonstrate competency in the English language. English proficiency can be demonstrated by providing certified evidence of an International English Language Testing System (IELTS) test result (or equivalent alternative test result as listed below), issued no more than two (2) years prior to the date of application' 4.7, p3 –

TEST	OVERALL	READING	WRITING	LISTENING	SPEAKING
IELTS Academic	6.0	-	-	-	-
TOEFL iBT	83	13	21	12	18
PTE Academic	58	50	50	50	50
C1A	180	169	169	169	169
C2P	180	169	169	169	169
OET	-	C+	C+	C/C+	C/C+
KITE	B2 (>450)	B2 (>450)	B2 (>450)	B2 (>450)	B2 (>450)
Duolingo*	115	110	110	110	110

'Applicants who do not meet the specified English proficiency requirements must enrol in an English Language Intensive Courses for Overseas Students (ELICOS) program at a provider of their own choice' 4.9, p4

Detailed pre-requisites are clear – 4.1-4.6 pp2-3

There are currently no work experience requirements relating to the Bachelor of Music award.

The letter of offer also provides a comprehensive overview of English Language requirements and entry requirements.

If there is no minimum English language proficiency required, for example in an ELICOS course, the provider does not need a process for assessing this. However registered providers should consider having literacy requirements in the international student's first language.

AGE has a clear English language requirement.

Recognition of prior learning (RPL)

If the registered provider intends to assess RPL or grant course credits, the registered provider must have and implement a documented policy and process for assessing and recording RPL and granting and recording course credits.

AGE has in place a comprehensive and benchmarked policy – [87330e_9f158253cd7d41f1ba51058db4534d6b.pdf](#)

'This policy and procedure outlines how the Australian Guild of Education ("AGE") will recognise studies completed at other institutions (credit transfer)

	and learning from work and/or life experience (recognition of prior learning).’ 1.2, p1
Registered providers must ensure the decision to assess RPL or grant course credits maintains the integrity of the qualification and complies with the requirements of the educational framework of the course.	<p>The AGE <i>Credit and Recognition of Prior Learning Policy and Procedure</i> – 87330e_9f158253cd7d41f1ba51058db4534d6b.pdf – is committed to integrity of the process –</p> <p>‘AGE is committed to maintaining the integrity of its academic courses in alignment with the AQF and grants credit accordingly. Credit is to be awarded on the basis of completed formal academic studies that an authorised institution has assessed and certified (i.e. units of learning that are “quality assured” against known standards). Recognition of Prior Learning (RPL) is based on “prior experiential learning”, that is, “a process through which learning is achieved outside formal education or training”.’ 3.1, p2</p> <p>The letter of offer includes an overview of Credit and Recognition of Prior Learning (p2)</p>
When granting RPL or course credits, registered providers will need to give a written record for the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.	<p>The necessary documentation is maintained and entered on to a student’s transcript.</p> <p>Students receive official notification of success or otherwise –</p> <p>‘Upon approval of credit, as part of the enrolment process, international students will receive: a written record of the decision; and notification of the reduced course duration if the credit granted has reduced the course length.’ 5.4, p4</p> <p>An appeal option is available –</p> <p>‘Any student who wishes to lodge an appeal because of an unsuccessful application for credit should follow the procedure set out in AGE’s <i>Grievance Handling Policy and Procedure</i>.’ 5.5, p5</p>
If the registered provider grants RPL or course credits which reduces the overseas student’s course length, the registered provider must then inform the overseas student of the reduced course duration and issue a Confirmation of Enrolment (CoE) for the reduced duration of the course. The registered provider will also need to report any change in course duration in the Provider Registration and International Student Management System (PRISMS) if RPL or course credits are granted after the overseas student’s visa is granted.	<p>The AGE policy and procedure ensures compliance -</p> <p>Upon approval of credit, as part of the enrolment process, international students will receive: a written record of the decision; and <u>notification of the reduced course duration if the credit granted has reduced the course length</u>. 5.4, p4</p> <p>A suitable CoE is provided accordingly.</p> <p>AGE informs PRISMS of any credit or RPL provided.</p>

Standard 3: Formalisation of enrolment and written agreements

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

Obligations and rights of both registered providers and overseas students must be clearly set out in a formal written agreement between the two parties.

Written agreement form

Registered providers must have a written agreement with each overseas student they accept for enrolment and it must be signed or otherwise accepted by the student, or if the overseas student is under 18 years of age, their parent or legal guardian.

AGE has an informed and benchmarked letter of offer (written agreement) that is signed by the student accepting the offer of enrolment.

The document is comprehensive and covers a range of key issues including –

- The award (p1)
- Student information (p1)
- Course information and dates (p1-2)
- Credit and Recognition of Prior Learning (p2)
- Entry requirements (p2)
- Language requirements (p3)
- Access to technology (p4)
- Fees (p5)
- FEEHELP (p5)
- Acceptance of offer (p6)

AGE does not enrol students under the age of 18.

Registered providers do not need to update any written agreements with overseas students entered into before 1 January 2018. Any new written agreements entered into with overseas students after 1 January 2018 should comply with the National Code 2018.

AGE is cognisant of the National Code 2018 and remains compliant.



Australian Government
Department of Education

National Code of Practice for
Providers of Education and Training
to Overseas Students 2018

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) supports the National Strategy for International Education 2025 to advance Australia as a global leader in education, training and research.

<p>Overseas students may <i>otherwise accept</i> the written agreement by signing a form or indicating their acceptance online. If a registered provider chooses to recognise online acceptances, they will need to consider how to verify the authenticity of an online acceptance.</p>	<p>AGE does accept online applications – given the context of the institution. Authenticity checks are an important part of the process.</p>																																																						
<p>While providers’ systems for receiving online acceptances do not have to be approved by the Department of Education prior to implementation, providers using such systems must be able to demonstrate that the student entered into the agreement with them.</p>	<p>Online acceptances are recorded in a similar way to any other form of acceptance and is in keeping with the National Code 2018</p>																																																						
<p>Written agreements can take any form provided they meet the requirements of the ESOS Act and the National Code. This means that an application form or a letter of offer could be the basis for the written agreement once it is signed or accepted by an overseas student. This is particularly relevant for overseas students undertaking English Language Intensive Courses for Overseas Students, as some registered providers may not need to assess the overseas student’s previous qualifications or issue a separate letter of offer.</p>	<p>AGE utilises a letter of offer.</p> <p>In order to be made an offer – applicants must already have achieved the necessary level of English proficiency –</p> <p>‘Students whose first language is not English, must demonstrate competency in the English language. English proficiency can be demonstrated by providing certified evidence of an International English Language Testing System (IELTS) test result (or equivalent alternative test result as listed below), issued no more than two (2) years prior to the date of application’ 4.7, p3 –</p> <table border="1" data-bbox="790 1234 1321 1413"> <thead> <tr> <th>TEST</th> <th>OVERALL</th> <th>READING</th> <th>WRITING</th> <th>LISTENING</th> <th>SPEAKING</th> </tr> </thead> <tbody> <tr> <td>IELTS Academic</td> <td>6.0</td> <td>-</td> <td>-</td> <td>-</td> <td>-</td> </tr> <tr> <td>TOEFL IBT</td> <td>83</td> <td>13</td> <td>21</td> <td>12</td> <td>18</td> </tr> <tr> <td>PTE Academic</td> <td>58</td> <td>50</td> <td>50</td> <td>50</td> <td>50</td> </tr> <tr> <td>C1A</td> <td>180</td> <td>169</td> <td>169</td> <td>169</td> <td>169</td> </tr> <tr> <td>C2P</td> <td>180</td> <td>169</td> <td>169</td> <td>169</td> <td>169</td> </tr> <tr> <td>OET</td> <td>-</td> <td>C+</td> <td>C+</td> <td>C/C+</td> <td>C/C+</td> </tr> <tr> <td>KITE</td> <td>B2 (>450)</td> <td>B2 (>450)</td> <td>B2 (>450)</td> <td>B2 (>450)</td> <td>B2 (>450)</td> </tr> <tr> <td>Duolingo*</td> <td>115</td> <td>110</td> <td>110</td> <td>110</td> <td>110</td> </tr> </tbody> </table> <p>‘Applicants who do not meet the specified English proficiency requirements must enrol in an English Language Intensive Courses for Overseas Students (ELICOS) program at a provider of their own choice’ 4.9, p4</p> <p>This is re-emphasised in the actual letter of offer (p3)</p>	TEST	OVERALL	READING	WRITING	LISTENING	SPEAKING	IELTS Academic	6.0	-	-	-	-	TOEFL IBT	83	13	21	12	18	PTE Academic	58	50	50	50	50	C1A	180	169	169	169	169	C2P	180	169	169	169	169	OET	-	C+	C+	C/C+	C/C+	KITE	B2 (>450)	B2 (>450)	B2 (>450)	B2 (>450)	B2 (>450)	Duolingo*	115	110	110	110	110
TEST	OVERALL	READING	WRITING	LISTENING	SPEAKING																																																		
IELTS Academic	6.0	-	-	-	-																																																		
TOEFL IBT	83	13	21	12	18																																																		
PTE Academic	58	50	50	50	50																																																		
C1A	180	169	169	169	169																																																		
C2P	180	169	169	169	169																																																		
OET	-	C+	C+	C/C+	C/C+																																																		
KITE	B2 (>450)	B2 (>450)	B2 (>450)	B2 (>450)	B2 (>450)																																																		
Duolingo*	115	110	110	110	110																																																		

Overseas students enrolled in a number of consecutive courses with the one provider do not need a separate written agreement for each course. If the terms of the agreement are the same for each course, the registered provider may have a single written agreement covering all the courses. If a registered provider and an overseas student enter into a single agreement for more than one course, all of the courses to which the agreement applies, and any conditions upon enrolment in each of the courses, must be clearly listed in the agreement. In addition, the agreement must include the tuition and non-tuition fees payable for each course the agreement covers.

All students at AGE are enrolled in a single course.

This single course has a written agreement (letter of offer)

'This document contains your offer and the Institute's terms and conditions of enrolment. This document will constitute a binding legal agreement between you and the Institute when signed by you. You must ensure that you fully read and understand the information in this document before signing it.' L of O, p1

The agreement clearly outlines all tuition and non-tuition costs. These costs are also readily accessible on the AGE website - [Fees | Guild Music Copy](#)

'At AGE we're pleased to offer our students outstanding value and quality in our Bachelor of Music degree. We understand that our students' course fees are an important investment in their futures and careers in the industry. In support of that we are committed to offering value for money'

The Letter of Offer outlines ALL fees including –

Tuition fees	Fee Amount (AUD)	Refundable	Non Refundable
Total tuition fee	\$xxx	✓	
Non-tuition fees			
Application fee	\$200		✓
Material fee (per book)	\$0		✓
Academic Transcripts	\$50		✓
Assessment Re-checking	\$20		✓
Assessment Re-assessment/marking	\$80		✓
Holiday/Travel Letter	\$20		✓
Confirmation of Enrolment Letter	\$20		✓
Supplementary Assessment Fee (for a student who is granted a second opportunity to sit an examination)	\$300		✓
Re-issue of Student Card	\$20		✓
Late course commencement fee per week	\$50		✓
Late payment per week late	\$100		✓
Total fee due before issuing the eCoE	\$xxx		
Special Conditions		<manual input >	

Excerpt from L of O p5

'The course fees are indicated below and are based on a standard full-time study load and duration. Your course fees and duration may vary if you have applied for and been granted credit or RPL. (See Appendix 1.) Tuition fees DO NOT cover the application fee, nor the charges for transportation, airport pickup, accommodation, living expenses, textbooks, stationery, equipment or external examinations. Tuition fees may increase during your studies. Students are advised in advance of any increase being implemented.' L of O p5

What is included in a written agreement

In addition to the requirements under section 47B and 47D of the ESOS Act.

AGE is aware of the requirements –

47B

Requirement to make written agreement about student default

A registered provider must enter into a written agreement with each overseas student or intending overseas student that:

- (a) sets out the refund requirements that apply if the student defaults in relation to a course at a location; and
- (b) meets the requirements (if any) set out in the national code.

Note: For the consequences of breaching this section, see section 47F (offence) and Division 1 of Part 6 (conditions, suspension and cancellation).

47D

Refund under a written agreement about student default

(1) A registered provider must provide a refund under this section if an overseas student or intending overseas student defaults in relation to a course provided by the provider at a location.

Note 1: A refund might not be required under this section if a student is refused a student visa: see subsection (5).

Note 2: For the consequences of breaching this section, see section 47G (offence), Division 4 (calls on the OSTF) and Division 1 of Part 6 (conditions, suspension and cancellation).

Provider to pay refund

(2) The provider must pay a refund of the amount (if any) required by the agreement entered into with the student under section 47B.

Note: For providers who are required to maintain an account in accordance with section 28, the refund might be paid out of the account: see section 29.

(3) The provider must pay the refund to the following person:

- (a) the student
- (b) if a person (other than the student) is specified in the agreement to receive any refund under this section—the specified person.

(4) The provider must pay the refund within the period (the **provider obligation period**) of 4 weeks after receiving a written claim from the student.

Exception—refusal of student visa

(5) A registered provider is not required to provide a refund under this section if:

- (a) the student was refused a student visa; and
- (b) the refusal was a reason for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:

- (i) the student's failure to start the course at the location on the agreed starting day

- (ii) the student's withdrawal from the course at that location

- (iii) the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.

Note: A registered provider is required to provide a refund under section 47E instead.

AGE is compliant

The written agreement must **explicitly include** the key details

The course is evident - p1

listed under 3.3.1 to 3.3.8 of the National Code. This includes outlining the course or courses in which the student is to be enrolled, any prerequisites necessary to enter the course or courses, tuition and non-tuition fees, refund policies, and any conditions imposed on the student's enrolment. To manage the length of written agreements, supplementary material such as a course handbook can be included as a hyperlink.

Pre-requisites/requirements are clearly articulated p2-3 and further detailed on the AGE public website - [Entry Requirements | Guild Music Copy](#)

Tuition and non-tuition fees are clearly stated p5 and clearly articulated on the public website) - [Fees | Guild Music Copy](#)

AGE has in place a comprehensive and benchmarked *Withdrawal and Refund policy* – [Withdrawal and Refunds Policy \(Domestic and Online Students \(S2\)\)](#)

An international student handbook is readily accessible on the AGE website – [International Student Handbook 2024](#)

Registered providers must outline tuition and non-tuition fees in written agreements. Tuition fees are defined in the ESOS Act as being directly related to the provision of the course. In listing tuition and non-tuition fees in the written agreement, registered providers should give students a clear guide to the range of fees they may incur throughout the course, to assist overseas students in budgeting for the payment of those fees. This also ensures registered providers are protected if a dispute arises over 'hidden' costs.

AGE has a clear statement on tuition and non-tuition fees – [Fees | Guild Music Copy](#)

There are no 'hidden' costs.

The agreement clearly outlines all tuition and non-tuition costs. These costs are also readily accessible on the AGE website - [Fees | Guild Music Copy](#)


'At AGE we're pleased to offer our students outstanding value and quality in our Bachelor of Music degree. We understand that our students' course fees are an important investment in their futures and careers in the industry. In support of that we are committed to offering value for money'

The Letter of Offer outlines ALL fees including –

Tuition fees	Fee Amount (AUD)	Refundable	Non Refundable
Total tuition fee	\$xxx	✓	
Non-tuition fees			
Application fee	\$200		✓
Material fee (per book)	\$0		✓
Academic Transcripts	\$50		✓
Assessment Re-checking	\$20		✓
Assessment Re-assessment/marking	\$80		✓
Holiday/Travel Letter	\$20		✓
Confirmation of Enrolment Letter	\$20		✓
Supplementary Assessment Fee (for a student who is granted a second opportunity to sit an examination)	\$300		✓
Re-issue of Student Card	\$20		✓
Late course commencement fee per week	\$50		✓
Late payment per week late	\$100		✓
Total fee due before issuing the eCoE	\$xxx		
Special Conditions		<manual input >	

Excerpt from L of O p5

'The course fees are indicated below and are based on a standard full-time study load and duration. Your course fees and duration may vary if you have applied for and been granted credit or RPL. (See Appendix 1.) Tuition fees DO NOT

	cover the application fee, nor the charges for transportation, airport pickup, accommodation, living expenses, textbooks, stationery, equipment or external examinations. Tuition fees may increase during your studies. Students are advised in advance of any increase being implemented.' L of O p5
All written agreements must outline internal and external complaints and appeals processes and contain a statement advising that the agreement does not affect the rights of an overseas student to take action under Australian Consumer Law, where applicable.	<p>AGE is clear on matters associated with complaints and appeals – <i>Student Grievance and Handling Policy and Procedure</i> – 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</p> <p>Written agreements make specific note of this issue.</p> <p>AGE informs students of their rights under Australian Consumer Law – The Australian Consumer Law Consumer Law</p> 
All written agreements need to outline a process for claiming a refund and any specified person(s) who can receive a refund (other than the overseas student). The written agreement should also provide an explanation of what happens in the event of a course not being delivered, including the role of Tuition Protection Service (TPS).	<p>AGE has a clear and articulated <i>Fees and Refunds Policy and Procedure</i> – Withdrawal and Refunds Policy (Domestic and Online Students (S2))</p> <p>This policy is referred to in the Letter of Offer</p> <p>Non delivery and TPS issues are noted.</p>
Written agreements must contain advice to overseas students that they are required to notify the registered provider of current contact details, any changes to contact details, and who to contact in an emergency, while in Australia and studying with that registered provider.	<p>Clear direction is provided on matters such as current contact details, changes to these contact details, and emergency contacts.</p> <p>'Your offer has been issued based on the information you provided when you applied. The Institute reserves the right to withdraw an offer and cancel an enrolment and notify Department of Home Affairs after study has commenced if the information provided is found to be false, fraudulent or not accurate in any way which may result in cancellation of visa.' L of O, p1</p>
Written agreements must also set out the circumstances in which personal information may be disclosed, in accordance with the <i>Privacy Act 1988</i> .	<p>AGE has in place a comprehensive and benchmarked <i>Information Privacy Policy and Procedure</i> – Information Privacy Policy V1 Est 2024.docx</p> <p>The written agreement has in place a statement regarding privacy – and provides access to the AGE policy</p>
Registered providers must retain records of all written agreements, as well as receipts of payment made	All records are maintained vigilantly.

<p>under the written agreement, for at least two years after the overseas student ceases to be an accepted student. This is consistent with the record keeping requirements under section 21 of the ESOS Act and section 13 of the <i>Education Services for Overseas Students Regulations 2019</i>.</p>	<p>AGE has in place a comprehensive and benchmarked <i>Record Keeping Policy</i> – Record Keeping Policy & Procedure (V1 Est 2024)</p>
<p>Payment of fees</p>	
<p>Registered providers must not accept tuition or non-tuition fees until the overseas student (or the parent or legal guardian if the overseas student is under the age of 18) has signed or otherwise accepted the agreement.</p>	<p>No fees are accepted prior to formal agreement.</p>
<p>Registered providers may accept tuition or non-tuition fees at the same time as the overseas student signs or accepts the agreement. For example, if an overseas student sends a signed written agreement with an accompanying payment or makes the payment in person to the registered provider with the signed agreement, this meets the requirements of the National Code and the ESOS Act.</p>	<p>The collection of fees is in line with the National Code and ESOS Act.</p>

Standard 4: Education Agents

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

Education agents are an important part of the international education sector in Australia. Registered providers must ensure that their education agents act ethically, honestly and in the best interest of overseas students and uphold the reputation of Australia's international education sector.

Written agreements

Registered provider must have a written agreement with each education agent that formally represents their education services and enter and maintain the education agent's details in PRISMS.

All AGE agents have a written agreement in place – 'Education Agent Agreement' - and the necessary details are entered into PRISMS.

The written agreement must outline:

- the registered provider's responsibilities, including for compliance with the *Education Services for Overseas Students Act 2000* (ESOS Act) and National Code 2018
- the requirements of the agent in representing the registered provider

The written agreement includes –

Provider responsibilities are evident. AGE is committed to ongoing compliance audits against the National Code 2018 and the ESOS Act 2000 – the most recent independent audit conducted in November 2024.

Agent requirements/responsibilities are clear and evident and outlined in considerable detail including –

promote AGE and its courses/regions as specified in Item 2 of Schedule 1.

recruit and assist in the recruitment of prospective students to undertake courses at AGE in accordance with AGE's policies.


provide prospective students with any necessary information required under the ESOS Act, National Code 2018 and the TEQSA Standards including information about AGE's courses, facilities and services.

assist to complete and collate, certify and submit application forms including provision of supporting documents to AGE.

ensure that only completed and signed forms are submitted to AGE


take all reasonable measures to confirm the accuracy of the information provided.

<ul style="list-style-type: none"> the registered provider's processes for monitoring the education agent's activities and ensuring the education agent gives overseas students accurate and up to date information the corrective actions that may be taken and the grounds for termination of the written agreement with the education agent; and 	<p>only recruit prospective students who are genuine and satisfy the entry requirements in accordance with the AGE's policies.</p> <p>act with integrity, honesty and ethics at all times whilst complying with the requirements of Standard 4 of the National Code 2018 which is set out in Schedule 2 of this agreement.</p> <p>provide written reports and/or other services to AGE where appropriate or as required by this agreement.</p> <p>agree to cooperate with the Australian regulator (including any current, future or substitute government agencies responsible for the regulation of overseas students) should the need arise in the: (i) conduct of audits. (ii) provision of factual and accurate responses to information requested relevant to the delivery of service.</p> <p>give AGE written authorisation to obtain information on the agent's visa success rate from the Department of Home Affairs (as set out in Schedule 3 of this agreement).</p> <p>agree to abide by AGE's complaints and appeals policies and procedures or Student Grievance Handling Policy and Procedure to manage and respond to allegations involving the conduct of the Agent in provision of its services on behalf of AGE.</p> <p>provide prospective students only with approved marketing materials provided to the Agent by AGE.</p> <p>ensure that fees and supporting documentation are provided to AGE with the application and the acceptance of the offer documents</p> <p>provide prospective students with any offer documentation received from AGE within 48 hours of receiving the offer documents.</p> <p style="text-align: center;">3.1, pp5-6</p> <p>AGE monitors all agent activity – and this is clearly articulated.</p> <p>'As set out in Section 4 of the National Code 2018, the Agent will partake in process monitoring activities to ensure that it complies with the requirements as prescribed within this agreement.' 5.1, p9</p> <p>AGE has in place an articulated corrective action process.</p> <p>'If the Agent breaches any part of clause 3 of this agreement, AGE will terminate the agreement with immediate effect by giving written notice to the Agent except where the breach of clause 3 was on the part</p>
---	--

<ul style="list-style-type: none"> the circumstances which information about the registered provider may be shared by the registered provider and Commonwealth or state and territory agencies. 	<p>of an individual employee or sub-contractor of the Agent and the Agent has terminated that relationship.’ 11.3, p13</p> <p>Distribution of information about AGE is appropriate and is monitored carefully to ensure accuracy and integrity.</p>
<p>Any written agreements with education agents, or renewal of written agreements with education agents, should comply with the National Code 2018.</p>	<p>Written agreements (and renewal) are compliant with the National Code 2018.</p>  <p>Australian Government Department of Education</p> <p>National Code of Practice for Providers of Education and Training to Overseas Students 2018</p> <p><small>The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) supports the National Strategy for International Education 2025 to advance Australia as a global leader in education, training and research.</small></p> <p>‘This agreement is governed by and constructed in accordance with the law in force in the State of Victoria, Australia’ 14.1, p13</p>
<p>Education Agents</p>	
<p>Registered providers must ensure the education agents they engage with act ethically, honestly and in the best interest of overseas students.</p> <p>This means that registered providers must ensure its education agents declare and take all reasonable steps to avoid conflicts of interest with its duties as an education agent of the registered provider. This provision is to ensure transparency in the education agent’s activities</p>	<p>AGE is highly selective of education agents with the emphasis on ethics, honesty – and the best interests of the students.</p> <p>‘Agents operating on behalf of AGE must act with integrity and honesty on behalf of AGE and as set out in the terms of this agreement.’ 2.4, p5</p> <p>‘AGE may take corrective action if at any time the Agent is found to be in breach of this agreement, such as being neglectful, not operating in the best interest of prospective students or AGE, engaging in any unethical behaviour including advertising and recruitment practices that may harm the reputation and integrity of AGE and the Australian international education sector.’ 5.5, p10</p> <p>Ongoing monitoring of agents ensuring no conflict of interest.</p> <p>‘As set out in Section 4 of the National Code 2018, the Agent will partake in process monitoring activities to ensure that it complies with the requirements as prescribed within this agreement.’ 5.1, p9</p> <p>Transparency is fundamental to success.</p>

<p>Examples of conflicts of interest include, but are not limited to:</p> <ul style="list-style-type: none"> • when the agent charges services fees to both overseas students and registered providers for the same service • where an education agent has a financial interest in a private education provider; or • where an employee of an education agent has a personal relationship with an employee of the education provider. 	<p>AGE monitors any conflict of interest.</p> <p>There is no ‘double dipping’ occurring.</p> <p>No agent has a financial interest nor investment in AGE.</p> <p>There are no personal links/relationships in place.</p>
<p>Registered providers must also ensure education agents observe appropriate levels of confidentiality and transparency in dealings with overseas students while acting honestly and in good faith.</p>	<p>Confidentiality and transparency are valued at AGE and imposed accordingly.</p> <p>‘The Agent must keep confidential: (a) all information provided by AGE other than that which is needed to perform the Services in accordance with this agreement; and (b) the terms of this agreement.’ 6a and b, p9</p> <p>AGE has in place an <i>Information Privacy Policy and Procedure</i> – Information Privacy Policy V1 Est 2024.docx – that applies to all stakeholders – including agents.</p>
<p>Education agents must also have appropriate knowledge and understanding of the overseas education system in Australia, including the Australian International Education and Training Agent Code of Ethics. Registered providers should ensure any education agents they engage with, including offshore agents, have up-to-date and accurate marketing information.</p>	<p>AGE demands that all education agents are informed, educated, up to date, and use accurate marketing information.</p> <p><i>Education Agents Policy and Procedure</i> - Education Agents Policy and Procedure Version 1.1 Est 2024</p> <p>This includes regular briefings on key policies –</p> <p><i>Admissions Policy</i> – International and Offshore Students – Admissions Policy - International and Offshore Students</p> <p><i>Assessment and Grading Policy and Procedure</i> – Admissions Policy - International and Offshore Students</p> <p><i>Code of Conduct and Shared Responsibility</i> – 87330e_79eecd9b0cb4c24ae91f2625062303e.pdf</p>

	<p><i>Course Progression Policy –</i> 87330e_cd84b8710e7649a497840e1d825ca372.pdf</p> <p><i>Credit and Recognition of Prior Learning Policy and Procedure –</i> 87330e_9f158253cd7d41f1ba51058db4534d6b.pdf</p> <p><i>Diversity, Equity and Inclusion Policy and Procedure –</i> 87330e_9385c79be2ec4230a13b5b618e37967e.pdf</p> <p><i>Deferral, Suspension and Cancellation of Study Policy and Procedure –</i> 87330e_afdeb882fd3d42059426cfb0695c13b8.pdf</p> <p><i>Exclusion from a Course or Unit Policy and Procedure –</i> 87330e_f600edc787de48a5b1c6d77a3b44b8f2.pdf</p> <p><i>Fees and Refunds Policy and Procedure –</i> 87330e_299d0710e21041d78492aabe13689ab0.pdf</p> <p><i>Fieldwork Placements Policy and Procedure –</i> Fieldwork Placements Policy - with David & Laura updates</p> <p><i>Information Privacy Policy and Procedure –</i> Information Privacy Policy V1 Est 2024.docx</p> <p><i>Marketing and Student Recruitment Policy and Procedure –</i> Marketing and Student Recruitment Policy and Procedure (V1 Est 2024)</p> <p><i>Record Keeping Policy –</i> Record Keeping Policy & Procedure (V1 Est 2024)</p> <p><i>Student at Risk and Early Intervention Policy and Procedure –</i> 87330e_791bd8a91fdd4c479a0be281ead1c136.pdf</p> <p><i>Student Grievance Handling Policy and Procedure –</i> 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</p>
--	--

	<p><i>Student Support Policy and Procedure – Student Support Policy</i></p> <p><i>Student Transfer Policy and Procedure – Student Transfer Policy and Procedure (S1)</i></p> <p><i>Withdrawal and Refunds Policy – Withdrawal and Refunds Policy (Domestic and Online Students (S2))</i></p>
<p>The Australian International Education and Training Agent Code of Ethics is based on the London Statement. These requirements ensure education agents adhere to and practice responsible business ethics, and that education agents understand their obligations to provide current, accurate and honest information to overseas students to help them make informed decisions about study in Australia.</p>	<p>AGE is familiar with and endorses the AIETACE –</p> <p>AUSTRALIAN INTERNATIONAL EDUCATION AND TRAINING Agent Code of Ethics</p> <p>Introduction Australia is committed to ensuring the highest standard of service and care is delivered across its international education and training sector and has a comprehensive international education and training quality framework to support this aim. The <i>Agent Code of Ethics (ACE)</i> is a critical component of this framework and provides a guide to the expected professional behaviour of individual agents and agencies working with Australian international students, parents, providers and fellow agents across the sector. The ACE builds on the London Statement's ethical framework and provides a set of Australian specific 'Standards' for Australia's education agents. The ACE also aims to support Australia's education and training providers to meet their obligations under the National Code.</p> <p>The integrated quality system ensures ethics, obligations, honesty and accuracy of information.</p> <p>Australian International Education and Training Australia's international education and training provides a holistic approach across the sector to ensure the highest quality outcomes for everyone. Agent quality is one component of a comprehensive and integrated quality system.</p>  <p>AGE agents are made aware of their obligations/responsibilities accordingly – see Agent's responsibilities, 3.1, pp5-6</p>
<p>Maintaining details in PRISMS</p>	
<p>Registered providers must enter and maintain the details of education agents with whom they have a written agreement in PRISMS. A 'How To' guide for recording details in PRISMS is available at: https://prisms.education.gov.au/Information/ShowContent.ashx?Doc=How to Manage Agent Details.pdf.</p>	<p>AGE enters the required details following the recommended guidelines.</p> <p>Changes are carefully and diligently updated.</p>

<p>Immediate corrective action</p>	
<p>Registered providers must take immediate corrective action if they are aware that or believe the education agent or its employee or subcontractor, have not complied with the education agent’s responsibilities under Standard 4. Corrective actions may include providing education agents with additional information or targeted training on expectations of the agent.</p>	<p>AGE remains vigilant on matters of compliance.</p> <p>Immediate action is always taken.</p> <p>‘Agents operating on behalf of AGE must act with integrity and honesty on behalf of AGE and as set out in the terms of this agreement.’ 2.4, p5</p> <p>‘AGE may take corrective action if at any time the Agent is found to be in breach of this agreement, such as being neglectful, not operating in the best interest of prospective students or AGE, engaging in any unethical behaviour including advertising and recruitment practices that may harm the reputation and integrity of AGE and the Australian international education sector.’ 5.5, p10</p> <p>As required, additional information is distributed – and this includes specialised training as necessary or requested.</p>
<p>If a provider becomes aware or has reason to believe that an education agent is engaging in false or misleading recruitment practices, they must immediately terminate their relationship with the agent.</p>	<p>AGE would terminate any inappropriate activity by a given agent.</p> <p>‘If the Agent breaches any part of this Agreement, AGE may terminate the Agreement at any time and with immediate effect by giving written notice to the Agent.’ 11.2, p13</p>
<p>If the false or misleading recruitment practices were engaged in by an employee or subcontractor of the education agent, the registered provider must require the education agent to terminate its relationship with those individuals.</p>	<p>AGE would terminate any inappropriate activity by a given agent.</p> <p>‘If the Agent breaches any part of this Agreement, AGE may terminate the Agreement at any time and with immediate effect by giving written notice to the Agent.’ 11.2, p13</p>
<p>Registered providers <u>must not</u> accept students from education agents if they believe the education agent is engaging in unethical recruitment practices. This includes education agents that provide migration advice to overseas students when they are not authorised to do so under the <i>Migration Act 1958</i>.</p>	<p>AGE remains vigilant in this space. No migration issues are discussed or endorsed.</p>

<p>Registered providers <u>must not</u> accept overseas students from education agents that engage in, or have previously engaged in, dishonest recruitment practices. This includes education agents knowingly recruiting an overseas student in conflict with the registered providers' obligations under Standard 7 (Overseas Student Transfers).</p>	<p>AGE would terminate any inappropriate activity by a given agent.</p> <p>'If the Agent breaches any part of this Agreement, AGE may terminate the Agreement at any time and with immediate effect by giving written notice to the Agent.' 11.2, p13</p>
<p>Registered providers <u>must not</u> accept overseas students from education agents if they believe the education agent is creating Confirmation of Enrolments (CoEs) in PRISMS for non bona fide overseas students or facilitating the enrolment of overseas students while knowing that the overseas student will not comply with the conditions of their visa.</p>	<p>AGE would terminate any inappropriate activity by a given agent.</p> <p>'If the Agent breaches any part of this Agreement, AGE may terminate the Agreement at any time and with immediate effect by giving written notice to the Agent.' 11.2, p13</p>

Standard 5: Younger overseas students

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

The Australian Government is committed to ensuring the safety and wellbeing of younger overseas students.

Requirements for all registered providers

All registered providers enrolling overseas students under 18 must meet the relevant Commonwealth, state or territory legislation or other regulatory requirements relating to child welfare and protection appropriate to the jurisdiction in which the provider operates. This is irrespective of whether the provider is taking responsibility for the welfare arrangements - or the Department of Home Affairs has approved a nominated guardian.

AGE does not enrol students under the age of 18.

Requirements may include but are not limited to:

- WWCCs or Criminal Record Checks for staff and/or homestay providers.
- regulation around reporting of child abuse by teachers, counsellors or other support personnel.
- any additional state or territory regulatory requirements, for example 'Child Safe Standards'.
- state or territory requirements regarding schools sector courses, such as minimum age or year level for enrolment of overseas students in homestay accommodation.

AGE does not enrol students under the age of 18.

All registered providers must also give age and culturally appropriate information to overseas students under the age of 18, in accordance with any state and territory requirements, on:

- who to contact in emergency situations, including contact numbers of nominated staff members or service providers; **and**

AGE does not enrol students under the age of 18.

<ul style="list-style-type: none"> • how to seek assistance and report any incidents involving sexual, physical or other abuse. 	
Welfare arrangements approved by the Department of Home Affairs	
<p>If an overseas student is under the age of 18, a parent, legal custodian, or an eligible relative can be nominated to take responsibility for the overseas student's accommodation, welfare and support in Australia. The parent, legal custodian or eligible relative must have an appropriate visa or have applied for a Student Guardian visa (subclass 590).</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>An eligible relative is:</p> <ul style="list-style-type: none"> • a parent, spouse, de facto partner, brother, sister, step-parent, step-brother, step-sister, grandparent, aunt, uncle, niece or nephew, or a step-grandparent, step-aunt, step-uncle, step-niece or step-nephew; and • nominated by a parent of the applicant or a person who has custody of the applicant; and • aged at least 21; and • of good character, and show this by providing a police clearance from the countries in which they have lived for more than 12 months in the past 10 years after the age of 16; and • an Australian citizen, permanent resident or be eligible to remain in Australia until the overseas student's visa expires or the overseas student turns 18 years of age (whichever happens first). 	<p>AGE does not enrol students under the age of 18.</p>
<p>The Department of Home Affairs will assess the nominated arrangements according to the <i>Migration Regulations 1994</i> and, if approved, the parent, legal custodian or eligible relative will be the overseas student's 'nominated guardian'. The registered provider is not involved and must not issue a CAAW letter.</p>	<p>AGE does not enrol students under the age of 18.</p>

<p>The registered provider is not obliged to follow up where a nominated guardian has been approved by the Department of Home Affairs. However, the registered provider should contact the Department of Home Affairs and other local agencies if it becomes aware the overseas student is not being well looked after. State or territory requirements regarding overseas students' welfare may also require registered providers to meet with the nominated guardian prior to, or shortly after, course commencement.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>When a registered provider takes responsibility for the overseas student's welfare</p>	
<p>If a registered provider accepts responsibility for the welfare arrangements of an overseas student under the age of 18, a CAAW letter is created at the same time as a Confirmation of Enrolment (CoE). They must be created together as the details of the CoE appear in the CAAW and vice versa. A registered provider signs a CAAW to confirm they are placing an overseas student into, or are approving, arrangements they consider suitable. The Department of Home Affairs is not involved in this process.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>Registered providers who create a CAAW letter are not taking over legal responsibility for the overseas student under the age of 18. The parent or person who has custody of the overseas student is at all times legally responsible for the student.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>In the CAAW, registered providers must nominate the beginning and end dates of the period for which they are willing to accept responsibility for approving accommodation, support and welfare arrangements for an overseas student under the age of 18. These nominated dates must cover the length of the CoE plus seven days at the end, at a minimum. Please see the section below on <i>'Transferring between registered providers'</i> for more information on when an overseas student with CAAW arrangements transfers to another provider.</p>	<p>AGE does not enrol students under the age of 18.</p>

<p>Some states and territories have a minimum year level or age for an overseas student to be enrolled on a CAAW in a school sector course. Registered providers of school sector courses need to ensure that they do not enrol an overseas student in a school sector course where the student will be below the relevant minimum year level or age at course commencement.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>Visa condition 8532 requires overseas students under the age of 18 to maintain appropriate welfare arrangements for the duration of their stay in Australia. Therefore, this condition prevents overseas students under the age of 18 from entering Australia without appropriate welfare arrangements in place. If an overseas student wishes to arrive in Australia earlier than their CAAW commencement date, he or she must be accompanied by a nominated guardian approved by the Department of Home Affairs. If the overseas student is unaccompanied, the registered provider must agree to extend its approved care arrangements to cover the overseas student from the date of their arrival or the student must not travel to Australia until the CAAW commences.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>Acceptable welfare arrangements</p>	
<p>If a registered provider accepts responsibility for the welfare arrangements of an overseas student under the age of 18, the overseas student must stay in accommodation approved by the registered provider.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>A registered provider should not approve an overseas student's parent, legal custodian or eligible relative (as defined in <i>'Welfare arrangements approved by the Department of Home Affairs'</i>) as the welfare arrangement on a CAAW. If an overseas student's parent, legal custodian or eligible relative wishes to care for them in Australia, they should apply to be the overseas student's nominated guardian through the Department of Home Affairs.</p>	<p>AGE does not enrol students under the age of 18.</p>

<p>Registered providers can approve a person who is not an Australian citizen or permanent resident (including a family friend, or a family member that does not meet the definition of eligible relative) to care for the overseas student on a CAAW. However, the provider should ensure that the visa holder is:</p> <ul style="list-style-type: none"> • at least 21 years old; and • of good character; and • has an appropriate visa to remain in Australia until the overseas student’s visa expires or the overseas student turns 18. 	<p>AGE does not enrol students under the age of 18.</p>
<p>In approving accommodation arrangements for the overseas student, registered providers may wish to consult best practice guidelines around provision of accommodation and homestays such as those developed by Australian Government Schools International.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>Registered providers can use an accommodation agent or registered homestay service to assist in arranging accommodation for overseas students, but it is the registered provider’s responsibility to ensure the accommodation meets the requirements of the National Code.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>Where registered providers engage third parties to organise and assess welfare and accommodation arrangements, they must have documented policies and processes for selecting, screening and monitoring these third parties.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>Registered providers should note that the CAAW responsibility they undertake cannot be delegated to any other party such as a homestay service. The registered provider retains the ultimate responsibility for approving and assuring welfare arrangements until the overseas student:</p> <ul style="list-style-type: none"> • is outside Australia; or • turns 18; or • transfers to another provider’s CAAW; or • enters the care of a nominated guardian approved by the Department of Home Affairs. 	<p>AGE does not enrol students under the age of 18.</p>

<p>The registered provider must not state or imply, or permit any third parties to state or imply, that the third party has or shares responsibility for the overseas student's accommodation, support or general welfare.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>Monitoring welfare arrangements</p>	
<p>Registered providers who have issued a CAAW must have and implement processes for verifying that the overseas student's accommodation is appropriate to the overseas students' age and needs:</p> <ul style="list-style-type: none"> • prior to the accommodation being approved; and • at least every six months thereafter. 	<p>AGE does not enrol students under the age of 18.</p>
<p>Registered providers will conduct an initial physical site visit to verify the overseas student's accommodation, prior to the accommodation being approved. Registered providers should also have rigorous processes in place for subsequent verifications, which could include one or more of the following:</p> <ul style="list-style-type: none"> • a physical site visit; • a student interview; • a student survey; • any other ways of confirming that the accommodation still meets the overseas student's needs. 	<p>AGE does not enrol students under the age of 18.</p>
<p>Registered providers can use homestay services to assist in verifying the appropriateness of the overseas student's accommodation. However, the registered provider is ultimately responsible for the overseas student's welfare and must be satisfied that the processes are rigorous enough to ensure the overseas student is residing in appropriate accommodation. This should include some form of reporting or documentation by the homestay provider to the registered provider after each verification.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>In monitoring welfare arrangements, registered providers must take into account any relevant state and territory laws such as the Victorian Child Safe Standards.</p>	<p>AGE does not enrol students under the age of 18.</p>

Transferring between registered providers	
If an overseas student who is under the age of 18 on a CAAW is transferring to another registered provider, the receiving registered provider must ensure there is no gap in welfare arrangements. In accepting the overseas student, the receiving provider must liaise with the first registered provider to ensure the overseas student has appropriate welfare in place at all times and issue a CAAW letter covering the transition from one accommodation arrangement to another.	AGE does not enrol students under the age of 18.
Packaged courses and multiple registered providers	
When an overseas student is undertaking a package of courses, or a course with multiple registered providers, the overseas student must have adequate welfare arrangements during any gap period between courses or providers.	AGE does not enrol students under the age of 18.
Each registered provider can nominate the period for which it is responsible for welfare arrangements, which must be at least the length of the overseas student's CoE plus seven days at the end of that period. Registered providers can choose to take on additional welfare arrangements if they wish.	AGE does not enrol students under the age of 18.
Ideally an overseas student's parent or legal custodian should be able to negotiate a common date when the first registered provider's approval will cease and the new registered provider will take responsibility for the welfare arrangements. These arrangements should be made and confirmed through the provision of CAAWs prior to the overseas student applying for a visa. Where there is a gap between the periods nominated by the registered providers or the registered providers cannot agree on providing welfare arrangements, the Department of Home Affairs will only issue a visa for the length of study where continuous welfare arrangements are in place. This is unless the overseas student's parent or legal custodian makes alternative welfare arrangements, such as nominating	AGE does not enrol students under the age of 18.

<p>a guardian through the Department of Home Affairs.</p>	
<p>If an overseas student wishes to return to their home country during a gap between courses, a registered provider may still issue a CAAW letter to cover the period the overseas student will be abroad. This arrangement will mean the overseas student does not need multiple visa applications and should benefit both the provider and the overseas student.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>Registered providers that deliver courses as part of a package of courses, or who deliver a single course together through a partnership arrangement, should communicate with each other about sharing responsibility for approving accommodation, support and general welfare arrangements.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>Disruption to welfare arrangements</p>	
<p>Registered providers must activate their critical incident policy in emergency situations which may disrupt welfare arrangements without warning. This can be part of the registered provider's general critical incident policy under Standard 6 of the National Code. A critical incident policy should include:</p> <ul style="list-style-type: none"> • the action to be taken; • any immediate welfare arrangements in an emergency; • required follow-up by the registered provider; • records of the incident to be kept for at least two years after the overseas student ceases to be an accepted student; and • protocols for informing authorities such as the police, the Department of Home Affairs officials, the overseas student's parent or legal custodian, and other relevant authorities. 	<p>AGE does not enrol students under the age of 18.</p>

Suspension or cancellation of enrolment

Where a registered provider suspends or cancels the enrolment of an overseas student on a CAAW, the registered provider must continue to check the suitability of care arrangements until one of the following occurs:

- the overseas student has alternative welfare arrangements approved by another registered provider; **or**
- the overseas student has a nominated guardian approved by the Department of Home Affairs; **or**
- the overseas student leaves Australia; **or**
- the registered provider has notified the Department of Home Affairs through PRISMS that it is no longer able to approve the overseas student's welfare arrangements; **or**
- the registered provider has taken the required action under Standard 5.5 after not being able to contact the overseas student; **or**
- the overseas student turns 18.

AGE does not enrol students under the age of 18.

Terminating a registered provider's responsibility for welfare arrangements

The registered provider's responsibility for welfare arrangements can only be terminated in two circumstances.

AGE does not enrol students under the age of 18.

The first is if alternative welfare arrangements have been put in place. In this circumstance, the registered provider should confirm that the new welfare arrangements are formally in place before terminating the CAAW.

AGE does not enrol students under the age of 18.

In the situation where an overseas student's parent, legal custodian, or eligible relative is planning to look after the overseas student for a short period, for example during a holiday, the provider may wish to continue their CAAW arrangements rather than terminate the CAAW.

AGE does not enrol students under the age of 18.

<p>The second circumstance where a registered provider may terminate a CAAW is where they can no longer take responsibility for the overseas student due to events, such as:</p> <ul style="list-style-type: none"> • the overseas student refusing their accommodation or leaving their accommodation without notice, even after the registered provider has exhausted all possible avenues of assisting the overseas student to maintain appropriate arrangements; • the accommodation provider becoming unable to maintain arrangements; • the overseas student's enrolment being suspended or cancelled; or • the overseas student going missing from their accommodation and cannot be found or contacted, even after the registered provider has implemented its critical incident policy. 	<p>AGE does not enrol students under the age of 18.</p>
<p>In the above situations, the registered provider must report the overseas student within 24 hours using the 'Non-Approval of Appropriate Accommodation/Welfare Arrangements' letter through PRISMS.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>This report should be used as a last resort, as it may lead to cancellation of the overseas student's visa by the Department of Home Affairs for breaching visa condition 8532.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>The registered provider must make all reasonable efforts to ensure the overseas student's parents or legal custodians are notified immediately if it can no longer take responsibility for the overseas student's welfare.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>After an overseas student turns 18</p>	
<p>A registered provider's CAAW responsibility for an overseas student under the age of 18 will cease when the overseas student turns 18. In addition, the requirements of Standard 5 will no longer apply at this point.</p>	<p>AGE does not enrol students under the age of 18.</p>

<p>Registered providers of school sector courses enrolling overseas students who will turn 18 years of age during the final period of their course may choose to apply a condition on enrolment in the course, requiring the overseas student to continue to reside in provider approved accommodation until the completion of the course. However, this needs to be made clear in the overseas student's written agreement.</p>	<p>AGE does not enrol students under the age of 18.</p>
--	---

Standard 6: Overseas student support services

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

Overseas students require certain support services as they are living and studying in an unfamiliar environment. Registered providers are responsible for providing access to certain services to ensure the mental and physical wellbeing of their overseas students.

Orientation programs

Overseas students require certain support services as they are living and studying in an unfamiliar environment. Registered providers are responsible for providing access to certain services to ensure the mental and physical wellbeing of their overseas students.

AGE has in place a robust and appropriate support mechanism for ALL students.

AGE has in place a comprehensive and benchmarked *Student Support Policy and Procedure* – [Student Support Policy](#)

Specifically for international students AGE has in place a detailed and informed public website overview - [Students | Guild Music Copy/](#) International Students with coverage of issues such as –

Studying in Australia and Living in Melbourne
Melbourne is Australia's most liveable city
Melbourne features top-tier accommodation options
Melbourne is home to world-class education providers and research facilities
ESOS Framework
Visa Requirements
Using Your Student Visa
Overseas Student Health Cover (OSHC)
Student Card
Working in Australia

In addition a dedicated International Student handbook is readily accessible - [International Student Handbook 2024](#) – which covers a multiplicity of key issues including –

A welcome from the CEO – p4
Reasons to study in Australia – p5
Pre-arrival information – pp7-9
Visa Requirements – pp10-12
Planning your trip to Australia – p13-16
Entry into Australia – pp17-19
Accommodation – pp20-25
Living in Melbourne – pp26-27
Studying at AGE – pp28-39
Living in Australia – pp40-64
Adjusting to life in Australia – pp65-76
Useful contacts – pp77-78

Registered providers must give all overseas students access to an age and culturally appropriate orientation program. This includes making the program available to late arrivals or overseas students who begin at different entry points.

AGE has in place a comprehensive two-day student orientation program – [Students | Guild Music Copy/Student Life](#)

Day 1- Welcome to AGE

[This day includes an introduction to Academic and Administration staff.]

Details are provided to the students on what courses AGE offers, and which staff members are responsible for which services and enquires.

- Access to Microsoft Office 365 Account
- An introduction to Moodle (AGE learning management system) and the associated Virtual Library
- How to access and find information at AGE via the Student Hub
- Academic Leaders taking the opportunity to explain to students the definition of different types of Academic Misconduct:
 - Course Progression
 - Importance of student engagement and reminding students what happens when they are identified as at risk of non-engagement (also known as at-risk).
- How to access Study Skills support. Information provided to students on when the study skills workshops are offered and how to access Academic Learning Support that is not degree specific.
- Academic Integrity Module. The compulsory unit is available in the Learning Management System and is managed by the Academic Learning Support Officer.

Day 2- Student Services

[Information is provided to students on non-academic support services such as:]

- Accessing Support services
 - Student support services, including referrals
 - Counselling and external support services
 - Understanding compassionate and compelling circumstances.
 - Information about policies and procedures generally, grievance procedures
 - Overseas student health cover
 - Complaints and appeals
 - How to apply for suspension
 - How to access information on minimum wages and to know their rights as an employee
 - Fees and refunds
 - CoE extensions
 - How to join the SRC
 - What AGE identifies as appropriate student behaviour.
 - Where to find the student handbook and Student Code of Conduct
 - How to access my student records

Access to the orientation information pack is available - to all students - at all times via the Learning Management System (LMS)

The orientation program must provide information about:

- support services available to assist overseas students to help them adjust to study and life in Australia
- English language and study assistance programs
- any relevant legal services
- emergency and health services
- the registered provider’s facilities and resources
- complaints and appeals processes
- requirements for course attendance and progress, as appropriate
- the support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman.

The orientation program is comprehensive and provides all the necessary elements.

<p>Orientation programs should take into account the registered provider's local context. Registered providers may wish to use verbal and written or electronic formats to deliver information, so that overseas students can both listen and take away material they can refer to at a later time.</p>	<p>The AGE orientation support information is localised and contextualised.</p> <p>Access to the orientation information pack is readily available - to all students - at all times via the Learning Management System (LMS)</p>																				
<p>Registered providers must also:</p> <ul style="list-style-type: none"> • take all reasonable steps to provide a safe environment on campus or premises, and advise overseas students and staff on actions they can take to enhance their personal security and safety • provide information to overseas students about how to seek assistance for, and report, an incident that significantly impacts on their wellbeing, including critical incidents; and • provide overseas students with, or refer them to (including electronically), general information on safety and awareness relevant to life in Australia, such as beach safety or the etiquette and laws concerning smoking in Australia. 	<p>AGE has in place a range of readily accessible and comprehensive policies and procedures on various elements of safety and wellbeing. These include –</p> <p><i>Student Support Policy</i> – Student Support Policy</p> <p><i>Code of Conduct and Shared Responsibility Policy</i> – 87330e_79eecad9b0cb4c24ae91f2625062303e.pdf</p> <p><i>Critical Incident Policy and Procedure</i> – Critical Incident Policy and Procedure_V1 Est 2024.docx</p> <p><i>Diversity, Equity and Inclusion Policy and Procedure</i> – 87330e_9385c79be2ec4230a13b5b618e37967e.pdf</p> <p><i>Student Grievance Handling Policy and Procedure</i> – 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</p> <p>Every effort is made during the orientation process (and for that matter ongoing) to highlight issues of safety and compliance.</p>																				
<p>Access to support services</p>																					
<p>Registered providers must offer reasonable support to overseas students to enable them to achieve expected learning outcomes, irrespective of the overseas student's place of study or the mode of study of the course. There must be no additional cost to the overseas student for this support.</p>	<p>Learning outcomes are clearly accessible - Key Course Information Guild Music Copy/learning outcomes</p> <table border="1" data-bbox="821 1742 1391 1998"> <tr> <td>CL01</td> <td>A broad knowledge of the applied, theoretical and historical basis of the discipline</td> </tr> <tr> <td>CL02</td> <td>A depth of disciplinary knowledge in a professionally applicable specialisation</td> </tr> <tr> <td>CL03</td> <td>An understanding of the processes of musical scholarship and research</td> </tr> <tr> <td>CL04</td> <td>The ability to work both independently and collaboratively in diverse and complex musical settings</td> </tr> <tr> <td>CL05</td> <td>Effective written, verbal and interpersonal communication skills</td> </tr> <tr> <td>CL06</td> <td>Critical thinking and analytical skills appropriate to a range of contexts including further study</td> </tr> <tr> <td>CL07</td> <td>The ability to apply specific musical skills to a wide range of professional contexts</td> </tr> <tr> <td>CL08</td> <td>The capacity to apply technological and creative solutions to contemporary musical practices</td> </tr> <tr> <td>CL08</td> <td>The capacity to apply technological and creative solutions to contemporary musical practices</td> </tr> <tr> <td>CL09</td> <td>The ability to incorporate and apply knowledge from business practice and legislation to a portfolio career in the music profession.</td> </tr> </table>	CL01	A broad knowledge of the applied, theoretical and historical basis of the discipline	CL02	A depth of disciplinary knowledge in a professionally applicable specialisation	CL03	An understanding of the processes of musical scholarship and research	CL04	The ability to work both independently and collaboratively in diverse and complex musical settings	CL05	Effective written, verbal and interpersonal communication skills	CL06	Critical thinking and analytical skills appropriate to a range of contexts including further study	CL07	The ability to apply specific musical skills to a wide range of professional contexts	CL08	The capacity to apply technological and creative solutions to contemporary musical practices	CL08	The capacity to apply technological and creative solutions to contemporary musical practices	CL09	The ability to incorporate and apply knowledge from business practice and legislation to a portfolio career in the music profession.
CL01	A broad knowledge of the applied, theoretical and historical basis of the discipline																				
CL02	A depth of disciplinary knowledge in a professionally applicable specialisation																				
CL03	An understanding of the processes of musical scholarship and research																				
CL04	The ability to work both independently and collaboratively in diverse and complex musical settings																				
CL05	Effective written, verbal and interpersonal communication skills																				
CL06	Critical thinking and analytical skills appropriate to a range of contexts including further study																				
CL07	The ability to apply specific musical skills to a wide range of professional contexts																				
CL08	The capacity to apply technological and creative solutions to contemporary musical practices																				
CL08	The capacity to apply technological and creative solutions to contemporary musical practices																				
CL09	The ability to incorporate and apply knowledge from business practice and legislation to a portfolio career in the music profession.																				

	There are no additional costs associated with learning support
Registered providers must also facilitate access to learning support services consistent with the requirements of the course, mode of study and the learning needs of overseas students.	Learning support is readily available at AGE consistent with the course and mode of study. Individual support is available by appointment.
This includes having and implementing documented processes for supporting and maintaining contact with overseas students undertaking online or distance units of study.	All processes around supporting students-irrespective of mode – is documented.
Where an overseas student requests access to services and programs included in the orientation program, registered providers must give information or referrals at no additional cost to the overseas student.	There is no additional cost associated with accessing services or programs.
Education providers must give overseas students access to a range of services, either by providing the service in-house or having an arrangement to refer overseas students to affordable externally provided services. Services may include: <ul style="list-style-type: none"> • English and academic support services • tutoring support • study skills centres • counselling and mental health support • career services • housing and tenancy services • financial support services; and • health and disability services. 	Some services are provided in-house – English and academic support (learning support) Tutoring (learning support) Study skills (learning support – both F2F and online) Some services are referral based – Counselling and mental health Career services Housing and tenancy Financial support Health and disability
Staff and support personnel	
Registered providers must designate <u>at least one</u> member of staff to be the official point of contact for overseas students. The contact officer must have access to up-to-date details of the registered provider's support services. Registered providers could consider making access to the contact officer available 24 hours a day, seven days a week, but there is no obligation to do so under the National Code.	AGE has in place a Student Support Coordinator directly contactable on – +61 3 9966 3671 support@guildmusic.edu.au Access is 9am-5pm daily - five days a week.

<p>Registered providers must have sufficient student support personnel to meet the needs of the enrolled overseas students. In determining the sufficient level of staff, the registered provider may take into consideration the number of overseas students enrolled, the types of courses being offered and the likely needs of the overseas students. Registered providers may have additional support staff if they enrol students under the age of 18.</p>	<p>In addition to the Student Support Coordinator – additional staff are actively involved in student support –</p> <p>Chief Executive Officer and Executive Dean Academic Director Teaching staff</p> <p>AGE does not enrol students under the age of 18</p>
<p>Registered providers must also ensure its staff members who interact directly with overseas students are aware of their obligations under the Education Services for Overseas Students (ESOS) framework and the potential implications for overseas students arising from the exercise of these obligations. This could include:</p> <ul style="list-style-type: none"> • incorporating information regarding the ESOS responsibilities of the registered provider and of staff who interact with overseas students in staff handbooks and induction training; or • emails and discussions at staff meetings about the ESOS framework, such as how basic classroom administration such as keeping accurate attendance may have different ramifications for overseas students compared with domestic students. 	<p>All staff at AGE are informed and mindful of the ESOS framework.</p> <p>This area of focus and responsibility is included in the induction of new staff.</p>
<p>Critical Incident Policy</p>	
<p>The National Code defines a critical incident as ‘a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury’. This does not include serious academic misconduct.</p>	<p>AGE has in place a comprehensive and benchmarked <i>Critical Incident Policy and Procedure</i> – Critical Incident Policy and Procedure V1 Est 2024.docx</p> <p>The policy is cognisant of the ‘traumatic event’ issue.</p>
<p>Where a provider enrolls overseas students under the age of 18, the critical incident policy must also comply with the requirements under Standard 5 of the National Code.</p>	<p>AGE does not enrol students under the age of 18.</p>

<p>Critical incidents are not limited to, but could include:</p> <ul style="list-style-type: none"> • missing students; • severe verbal or psychological aggression; • death, serious injury or any threat of these; • natural disaster; • issues such as domestic violence, physical, sexual or other abuse; and • other non-life threatening events. 	<p>AGE has in place a comprehensive and benchmarked <i>Critical Incident Policy and Procedure</i> – Critical Incident Policy and Procedure V1 Est 2024.docx</p> <p>The understanding of ‘critical incident’ is comprehensive and inclusive –</p> <table border="1" data-bbox="826 465 1390 1041"> <thead> <tr> <th>Risk Level</th> <th>Instances</th> </tr> </thead> <tbody> <tr> <td>Severe (Emergency Services required)</td> <td> <ul style="list-style-type: none"> a. Death, suicide or threat of suicide, or life-threatening injury; b. Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms, biological or chemical weapons; c. Fire, bomb, explosion, gas/chemical hazards, discharge of firearms; or d. Threat of widespread infection or contamination. </td> </tr> <tr> <td>Significant</td> <td> <ul style="list-style-type: none"> e. Severe Occupational Health and Safety (OHS) risk f. Serious injury incurred by staff member or student g. Activity where evacuation is required. </td> </tr> <tr> <td>Moderate</td> <td> <ul style="list-style-type: none"> h. OHS risk i. Suspicious package left unattended j. IT system crashes k. Student suffers epileptic fit. </td> </tr> <tr> <td>Minor</td> <td> <ul style="list-style-type: none"> a. Minor injury b. Plumbing blockages c. Phone/electrical failure d. Computer breakdown. </td> </tr> </tbody> </table>	Risk Level	Instances	Severe (Emergency Services required)	<ul style="list-style-type: none"> a. Death, suicide or threat of suicide, or life-threatening injury; b. Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms, biological or chemical weapons; c. Fire, bomb, explosion, gas/chemical hazards, discharge of firearms; or d. Threat of widespread infection or contamination. 	Significant	<ul style="list-style-type: none"> e. Severe Occupational Health and Safety (OHS) risk f. Serious injury incurred by staff member or student g. Activity where evacuation is required. 	Moderate	<ul style="list-style-type: none"> h. OHS risk i. Suspicious package left unattended j. IT system crashes k. Student suffers epileptic fit. 	Minor	<ul style="list-style-type: none"> a. Minor injury b. Plumbing blockages c. Phone/electrical failure d. Computer breakdown.
Risk Level	Instances										
Severe (Emergency Services required)	<ul style="list-style-type: none"> a. Death, suicide or threat of suicide, or life-threatening injury; b. Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms, biological or chemical weapons; c. Fire, bomb, explosion, gas/chemical hazards, discharge of firearms; or d. Threat of widespread infection or contamination. 										
Significant	<ul style="list-style-type: none"> e. Severe Occupational Health and Safety (OHS) risk f. Serious injury incurred by staff member or student g. Activity where evacuation is required. 										
Moderate	<ul style="list-style-type: none"> h. OHS risk i. Suspicious package left unattended j. IT system crashes k. Student suffers epileptic fit. 										
Minor	<ul style="list-style-type: none"> a. Minor injury b. Plumbing blockages c. Phone/electrical failure d. Computer breakdown. 										
<p>The policy must include procedures to follow in the event of a critical incident, and should include contact information for the police, the Department of Home Affairs, the overseas student’s family, and any other relevant organisations that may be able to assist in such a situation, for example community organisations or phone counselling services. The policy must also include steps to immediately take action and resolve or address the critical incident. When writing policies, registered providers should consider the Australian Privacy Principles and also refer to state or territory legislation or other regulatory requirements, in relation to privacy principles, appropriate to the jurisdiction in which they operate.</p>	<p>AGE has in place a comprehensive and benchmarked <i>Critical Incident Policy and Procedure</i> – Critical Incident Policy and Procedure V1 Est 2024.docx</p>										
<p>Registered providers must have and implement a documented policy and process for managing critical incidents that could affect an overseas student’s ability to undertake or complete a course, such as but not limited to incidents that may cause physical or psychological harm.</p>	<p>AGE has in place a comprehensive and benchmarked <i>Critical Incident Policy and Procedure</i> – Critical Incident Policy and Procedure V1 Est 2024.docx</p>										

<p>Registered providers must maintain a written record of any critical incident and remedial action taken by the registered provider for at least two years after the overseas student ceases to be an <i>accepted student</i> under the ESOS Act.</p>	<p>AGE maintains a critical incident register.</p>
--	--

Standard 7: Overseas student transfers

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

Registered providers must not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the overseas student completing six months of their principal course of study, except in certain circumstances. For the school sector, a transfer cannot happen until after the first six months of the first registered school sector course.

As the principal course of study is generally the final course of study covered by the overseas student's visa, transfer requirements apply to all courses of study prior to the overseas student's principal course.

When an overseas student requires a release to transfer

<p>Generally, overseas students cannot transfer between registered providers prior to completing six calendar months of their principal course. There is one exception for school sector students (see 'Exception: school sector courses' below).</p>	<p>AGE abides by the six-month rule.</p> <p>AGE does not have school sector students.</p>
<p>The principal course is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses and is usually the final course of study. The first six months is calculated as six calendar months from the date an overseas student commences their principal course.</p>	<p>AGE abides by the timing rule.</p>
<p>This means the transfer restriction applies to a student during all courses they undertake prior to the principal course.</p>	<p>AGE follows the transfer rules associated with overseas students.</p>
<p>For an overseas student to transfer before completing six months of their principal course, the overseas student must either obtain a release from their registered provider, or meet one of the following conditions:</p> <ul style="list-style-type: none"> • the releasing registered provider, or the course in which the overseas student 	<p>AGE follows the transfer rules associated with overseas students.</p>

<p>is enrolled, has ceased to be registered</p> <ul style="list-style-type: none"> • the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with that registered provider • any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the government of another country. 	
<p>After completing six calendar months of the principal course, an overseas student can transfer without needing to meet one of these conditions.</p>	<p>AGE follows the transfer rules associated with overseas students.</p>
<p>Exception: school sector courses Overseas students enrolled in school sector courses cannot transfer between registered providers prior to completing six calendar months of their first school course (as opposed to the principal course for all other overseas students). If they wish to transfer, they must obtain a release from their registered provider or meet one of the other conditions listed above. If the overseas student has to complete a non-school sector course prior to their first school sector course, for example ELICOS, they are restricted from transferring during this course. Overseas students can transfer without needing a release or meeting one of the above conditions after completing six</p>	<p>AGE does not have school sector students or courses.</p>

calendar months of their first registered school course.	
Policy and process for assessing overseas student transfer requests	
<p>The registered provider’s policy for assessing an overseas student transfer request must be available to its staff and overseas students and outline:</p> <ul style="list-style-type: none"> • the steps for an overseas student to lodge a written request to transfer, including that the overseas student must have a letter of offer from another registered provider • the circumstances in which the registered provider will grant the transfer request because it is in the overseas student’s best interests, including but not limited to, those listed in Standard 7.2.2.1 to 7.2.2.6 of the National Code • the circumstances which the registered provider considers to be reasonable grounds to refuse the transfer request; and • a reasonable timeframe for assessing and replying to the overseas student’s transfer request. 	<p>AGE has in place a comprehensive and benchmarked policy and procedure –</p> <p><i>Student Transfer Policy and Procedure – Student Transfer Policy and Procedure (S1)</i></p>
<p>Registered providers have to assess the reasons provided by the overseas student, and any evidence submitted to support the transfer request, against their transfer policies.</p>	<p>AGE has in place a comprehensive and benchmarked policy and procedure –</p> <p><i>Student Transfer Policy and Procedure – Student Transfer Policy and Procedure (S1)</i></p> <p>Within the procedure elements of the policy the issue of assessing reasons for transfer are accommodated.</p>
<p>Registered providers should specify what they consider as the student’s best interest in their policies. Overseas students cannot make a general claim that a transfer will be in their best interests. Any request should be made with reference to the</p>	<p>AGE has in place a comprehensive and benchmarked policy and procedure –</p> <p><i>Student Transfer Policy and Procedure – Student Transfer Policy and Procedure (S1)</i></p> <p>The issue of best interest is highly subjective and requires careful assessment and consideration.</p>

<p>circumstances for granting a release outlined in the provider's transfer policy.</p>	
<p>There are a range of circumstances detailed in the National Code where a transfer request should be granted because it is in the best interest of the overseas student. These circumstances should be included in the provider's transfer policy.</p>	<p>AGE has in place a comprehensive and benchmarked policy and procedure –</p> <p><i>Student Transfer Policy and Procedure – Student Transfer Policy and Procedure (S1)</i></p> <p>Transfer circumstances are included in the policy.</p>
<p>One such circumstance is where the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist overseas students. It is important to note the report on the overseas student's course progress should occur even if the transfer request is granted.</p>	<p>AGE has in place a comprehensive and benchmarked policy and procedure –</p> <p><i>Student Transfer Policy and Procedure – Student Transfer Policy and Procedure (S1)</i></p> <p>In addition, AGE has in place an intervention mechanism –</p> <p><i>Student at Risk and Early Intervention Policy and Procedure – 87330e_791bd8a91fdd4c479a0be281ead1c136.pdf</i></p> <p>This is further supported with additional policies and procedures including –</p> <p><i>Course Progression Policy and Procedure – 87330e_cd84b8710e7649a497840e1d825ca372.pdf</i></p> <p><i>Deferment, Suspension and Cancellation of Study Policy and Procedure – 87330e_afdeb882fd3d42059426cfb0695c13b8.pdf</i></p> <p><i>Exclusion from a course or Unit Policy and Procedure – 87330e_f600edc787de48a5b1c6d77a3b44b8f2.pdf</i></p> <p><i>Fees and Refunds Policy and Procedure – 87330e_299d0710e21041d78492aabe13689ab0.pdf</i></p>
<p>Registered providers still have discretion to refuse transfer requests from overseas students who are not genuinely engaging with an intervention strategy with the intention of failing and being released. If the overseas student subsequently intends to study at a lower Australian Qualifications Framework (AQF) level, they will need to apply for a new student visa.</p>	<p>AGE has in place a comprehensive and benchmarked policy and procedure –</p> <p><i>Student Transfer Policy and Procedure – Student Transfer Policy and Procedure (S1)</i></p>

<p>Another circumstance where a transfer should be granted is where there is evidence of compassionate or compelling circumstances.</p>	<p>AGE prides itself on being compassionate.</p>
<p>'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the overseas 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 overseas student's studies; or • a traumatic experience, which could include: <ul style="list-style-type: none"> ○ involvement in, or witnessing of a serious accident; or ○ witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); or • where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage 	<p>AGE prides itself on being compassionate.</p>

<p>of relevant units for which they are eligible to enrol.</p>	
<p>These are only some examples of what may be considered compassionate or compelling circumstances.</p>	<p>AGE prides itself on being compassionate.</p>
<p>Registered providers should outline what is considered compassionate or compelling circumstances in their own policies and use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, registered providers should consider documentary evidence provided to support the claim and should keep copies of these documents in the overseas student's file. Other circumstances in which a transfer should be granted are:</p> <ul style="list-style-type: none"> • the registered provider fails to deliver the course as outlined in the written agreement • there is evidence that the overseas student's reasonable expectations about their current course are not being met (such as correspondence between the overseas student and the registered provider or marketing materials given to the overseas student prior to enrolment, and setting particular expectations about the course) • there is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course, and the course is therefore unsuitable to their needs and/or study objectives; or 	<p>AGE has in place a comprehensive and benchmarked policy and procedure –</p> <p><i>Student Transfer Policy and Procedure – Student Transfer Policy and Procedure (S1)</i></p> <p>Compassionate grounds are noted in the policy and procedure</p>

<ul style="list-style-type: none"> • an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student. 	
Transfers involving students under the age of 18	
<p>If the overseas student is under the age of 18, the registered provider must have written confirmation that the overseas student's parent or legal guardian supports the transfer. If the overseas student does not have a parent or legal guardian caring for them in Australia, the receiving provider must also confirm it accepts responsibility for the student's accommodation and welfare arrangements in accordance with Standard 5.</p>	<p>AGE does not enrol students under the age of 18.</p>
<p>It is the responsibility of the receiving registered provider (under Standard 5) to ensure that there are no gaps in welfare arrangements. This may include agreeing to accept welfare responsibility at an earlier time.</p>	<p>AGE does not enrol students under the age of 18.</p>
Transfer requests and packaged courses	
<p>If a transfer will affect the start dates of any subsequent courses covered by the visa, the overseas student must be released from those courses or gain the subsequent registered providers' agreement to delay the start of those courses.</p>	<p>AGE abides by the agreed practice.</p>
<p>Registered providers should advise overseas students that changes to their preliminary courses may have ramifications for their admission to their principal course, for example if a preliminary course is a prerequisite entry requirement to the principal course.</p>	<p>Students are made fully aware of their obligations.</p>

Once a transfer request decision has been made	
Transfer request outcomes must be recorded in PRISMS (A 'How To' guide for recording transfer requests in PRISMS is available at:	AGE records all outcomes in PRISMS.
Registered providers should still advise overseas students of the outcome of the transfer request. This can be done via email: a formal letter is not required. The registered provider must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the Department of Home Affairs	<p>AGE informs students by email.</p> <p>Students are advised of the possible impact on visa conditions.</p> <p>Students are advised of the DHA contact - https://immi.homeaffairs.gov.au/change-in-situation/study-situation.</p>
<p>If a registered provider intends to refuse a release, it must not finalise the overseas student's refusal status in PRISMS until:</p> <ul style="list-style-type: none"> • any appeal against the refusal lodged by the overseas student is finalised and upholds the registered provider's decision not to release the student; or • the overseas student did not access the registered provider's complaints and appeals processes within 20 working days of being notified of the refusal or • the overseas student withdraws their appeal against the refusal. 	<p>AGE has in place a comprehensive and benchmarked policy and procedure –</p> <p><i>Student Transfer Policy and Procedure – Student Transfer Policy and Procedure (S1)</i></p> <p>Matters of appeal are considered in the policy and procedure.</p> <p>AGE has in place a suitable policy and procedure relating to complaints –</p> <p><i>Student Grievance Handling Policy and Procedure – 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</i></p>
The registered provider must also notify the overseas student in writing the reason for refusing the transfer request and the overseas student's right to access the registered provider's internal complaints and appeals process (in accordance with Standard 10) within 20 working days.	<p>AGE informs students by email.</p> <p>20 working days is the acceptable time- line – if not faster.</p>

<p>All registered providers must maintain records of overseas student transfer requests for two years after the student ceases to an accepted student.</p>	<p>AGE maintains records accordingly.</p> <p>AGE has in place a <i>Record Keeping Policy</i> – Record Keeping Policy & Procedure (V1 Est 2024)</p>
--	--

Standard 8: Overseas student visa requirements

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

Monitoring course progress and attendance

Registered providers must inform overseas students before they begin a course about the requirements to achieve satisfactory course progress and attendance requirements, where applicable.

All potential students are informed of their responsibilities. This is achieved through the comprehensive and benchmarked policies and procedures that are publicly available on the AGE website - [Policies & Forms | Guild Music Copy](#)

These specifically include –

Course Progression Policy and Procedure - [87330e_cd84b8710e7649a497840e1d825ca372.pdf](#)

Code of Conduct and Shared Responsibility – [87330e_79eecd9b0cb4c24ae91f2625062303e.pdf](#)

Deferment, Suspension and Cancellation of Study Policy and Procedure – [87330e_afdeb882fd3d42059426cfb0695c13b8.pdf](#)

Exclusion from a Course or Unit Policy and Procedure – [87330e_f600edc787de48a5b1c6d77a3b44b8f2.pdf](#)

And further supported by -

Admissions Policy – [Admissions Policy - International and Offshore Students](#)

Assessment and Grading Policy and Procedure – [87330e_cfba293f0ce2414989ab65162266ff69.pdf](#)

	<p><i>Student at Risk and Early Intervention Policy and Procedure –</i> 87330e_791bd8a91fdd4c479a0be281ead1c136.pdf</p> <p><i>Withdrawal and Refunds Policy –</i> Withdrawal and Refunds Policy (Domestic and Online Students (S2))</p> <p>Though not mandated – attendance is encouraged and highly recommended.</p>
<p>The expected duration of study specified on the overseas student’s Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered duration for the course. This means that registered providers will need to monitor the progress of overseas students to ensure they are able to complete the course within the expected duration specified on the CoE.</p>	<p>The duration of AGE is consistent with the formal CRICOS – 04168K</p> <p>Progression is monitored and managed accordingly with the assistance of policies and procedures including –</p> <p><i>Course Progression Policy –</i> 87330e_cd84b8710e7649a497840e1d825ca372.pdf</p> <p><i>Student at Risk and Early Intervention Policy and Procedure –</i> 87330e_791bd8a91fdd4c479a0be281ead1c136.pdf</p>
<p>Registered providers must have documented policies and processes in place to identify, notify and assist overseas students who are at risk of not meeting course progress or attendance requirements. There should be evidence from the overseas student’s assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the overseas student is at risk of not satisfying these requirements.</p>	<p>AGE has in place the requisite policies and processes (procedures) to identify student progression and supporting those at risk –</p> <p><i>Student at Risk and Early Intervention Policy and Procedure –</i> 87330e_791bd8a91fdd4c479a0be281ead1c136.pdf</p> <p><i>Course Progression Policy and Procedure –</i> 87330e_cd84b8710e7649a497840e1d825ca372.pdf</p> <p><i>Assessment and Grading Policy and Procedure –</i> 87330e_cfba293f0ce2414989ab65162266ff69.pdf</p> <p>And further supported by -</p> <p><i>Admissions Policy –</i> Admissions Policy - International and Offshore Students</p> <p><i>Withdrawal and Refunds Policy –</i> Withdrawal and Refunds Policy (Domestic and Online Students (S2))</p>

	<p><i>Exclusion from a Course or Unit Policy and Procedure –</i> 87330e_f600edc787de48a5b1c6d77a3b44b8f2.pdf</p> <p><i>Code of Conduct and Shared Responsibility –</i> 87330e_79eecd9b0cb4c24ae91f2625062303e.pdf</p> <p><i>Deferment, Suspension and Cancellation of Study Policy and Procedure –</i> 87330e_afdeb882fd3d42059426cfb0695c13b8.pdf</p> <p>The AGE assessment policy is robust and benchmarked –</p> <p><i>Assessment and Grading Policy and Procedure –</i> 87330e_cfba293f0ce2414989ab65162266ff69.pdf</p> <p>Every effort is made to ensure student progression and completion within the given period.</p>
<p>Registered providers must also have processes in place to determine the point at which the overseas student has failed to meet satisfactory course attendance or course progress.</p>	<p>Though not mandated – attendance is encouraged and highly recommended.</p> <p>AGE uses its relevant and procedures to monitor satisfactory progress – and intervene as necessary –</p> <p><i>Course Progression Policy –</i> 87330e_cd84b8710e7649a497840e1d825ca372.pdf</p> <p><i>Student at Risk and Early Intervention Policy and Procedure –</i> 87330e_791bd8a91fdd4c479a0be281ead1c136.pdf</p> <p><i>Assessment and Grading Policy and Procedure –</i> 87330e_cfba293f0ce2414989ab65162266ff69.pdf</p> <p>And further supported by -</p> <p><i>Withdrawal and Refunds Policy –</i> Withdrawal and Refunds Policy (Domestic and Online Students (S2))</p>

	<p><i>Exclusion from a Course or Unit Policy and Procedure –</i> 87330e_f600edc787de48a5b1c6d77a3b44b8f2.pdf</p> <p><i>Deferment, Suspension and Cancellation of Study Policy and Procedure –</i> 87330e_afdeb882fd3d42059426cfb0695c13b8.pdf</p>
Course progress and attendance requirements	
Higher education	
Registered providers of higher education courses must have a documented policy and process for monitoring and recording course progress for an overseas student.	<p>AGE has in place a comprehensive and benchmarked policy and procedure (process) in place –</p> <p><i>Course Progression Policy and Procedure –</i> 87330e_cd84b8710e7649a497840e1d825ca372.pdf</p> <p>This is supported by an effective policy/procedure relating to early (and timely) intervention –</p> <p><i>Student at Risk and Early Intervention Policy and Procedure –</i> 87330e_791bd8a91fdd4c479a0be281ead1c136.pdf</p>
Higher education providers must monitor course progress regularly and implement an intervention strategy to assist an overseas student not making satisfactory course progress.	<p>AGE monitors course progress and intervention (as required) guided by comprehensive and benchmarked policies/procedures (processes) –</p> <p><i>Course Progression Policy and Procedure –</i> 87330e_cd84b8710e7649a497840e1d825ca372.pdf</p> <p>This is supported by an effective policy/procedure relating to early (and timely) intervention –</p> <p><i>Student at Risk and Early Intervention Policy and Procedure –</i> 87330e_791bd8a91fdd4c479a0be281ead1c136.pdf</p>

Registered providers are not required to monitor attendance for higher education courses.	Though not mandated – attendance is encouraged and highly recommended.
Reporting overseas student visa holders	
Registered providers must report overseas students who do not meet course progress or, if applicable, attendance requirements.	AGE reports accordingly.
<p>If the registered provider has assessed that the overseas student is not meeting course progress or attendance requirements in accordance with its policies, the registered provider must give the overseas student a written notice of its intention to report. The registered provider also needs to advise the overseas student of their right to access the registered provider’s internal complaints and appeals process within 20 working days.</p>	<p>The steps associated with progress and intervention include the issue of informing students – at all stages –</p> <p><i>Course Progression Policy and Procedure – 87330e_cd84b8710e7649a497840e1d825ca372.pdf</i></p> <p>This is supported by an effective policy/procedure relating to early (and timely) intervention –</p> <p><i>Student at Risk and Early Intervention Policy and Procedure – 87330e_791bd8a91fdd4c479a0be281ead1c136.pdf</i></p> <p>AGE has in place a comprehensive and benchmarked –</p> <p><i>Student Grievance Handling Policy and Procedure – 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</i></p>
<p>The registered provider must maintain the overseas student’s enrolment by only reporting a breach of course progress or attendance in Provider Registration and International Student Management System (PRISMS) if:</p> <ul style="list-style-type: none"> • the internal and external complaints processes have been completed and the breach has been upheld • the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period • the overseas student has chosen not to access the external complaints and appeals process; or 	<p>Reporting is guided by the key considerations outlined.</p> <p>The grievance (complaints) process is appropriate –</p> <p><i>Student Grievance Handling Policy and Procedure – 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</i></p> <p>AGE has in place a specified <i>Withdrawal and Refunds Policy and Procedure – Withdrawal and Refunds Policy (Domestic and Online Students (S2))</i></p>

<ul style="list-style-type: none"> the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing. 	
<p>There are limited circumstances where a registered provider may decide not to report an overseas student for falling below 80 per cent attendance:</p> <ul style="list-style-type: none"> for <u>school, ELICOS and foundation program providers</u>: the overseas student is still attending at least 70% of the scheduled course contact hours and provides genuine evidence of compassionate or compelling circumstances; and for <u>VET providers who are required to monitor attendance by the ESOS agency</u>: the overseas student is still attending at least 70% of the scheduled course contact hours and is maintaining satisfactory course progress. 	<p>AGE is a Higher Education provider – attendance is not mandated.</p>
<p>Extending course duration</p>	
<p>The registered provider can only extend the overseas student’s enrolment if:</p> <ul style="list-style-type: none"> the registered provider has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment the registered provider has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or an approved deferral or suspension of the overseas student’s enrolment has occurred. 	<p>AGE is cognisant of the issues around extensions –</p> <p>Compassionate grounds would be considered – where appropriate and relevant</p> <p>AGE has in place a comprehensive and benchmarked policy and procedure –</p> <p><i>Student at Risk and Early Intervention Policy and Procedure</i> – 87330e_791bd8a91fdd4c479a0be281ead1c136.pdf</p> <p>AGE has in place a comprehensive and benchmarked policy –</p> <p><i>Deferral, Suspension and Cancellation of Study Policy and Procedure</i> – 87330e_afdeb882fd3d42059426cfb0695c13b8.pdf</p>

<p>If the registered provider extends the duration of an overseas student's enrolment and the student's visa will expire prior to completion of the course, the student will need to apply for a new Student visa (subclass 500) to complete their study. More information about the Student visa (subclass 500) is available on the Department of Home Affairs website at: https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500.</p> <p>'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the overseas 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 overseas student's studies; • a traumatic experience, which could include: <ul style="list-style-type: none"> ○ involvement in, or witnessing of a serious accident; or ○ witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); or • where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol. 	<p>AGE is cognisant of the process and conditions.</p>
<p>These are only some examples of what may be considered compassionate or compelling circumstances.</p>	<p>AGE is cognisant of the process and conditions.</p>

<p>Registered providers should outline what is considered compassionate or compelling circumstances in their own policies and use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, registered providers should consider documentary evidence provided to support the claim and should keep copies of these documents in the overseas student's file.</p>	<p>AGE ensures 'compassion' is acknowledged in a range of policies/procedures.</p> <p>Documentary evidence is mandated.</p> <p>Records are maintained appropriately supported by a <i>Record Keeping Policy and Procedure</i> – Record Keeping Policy & Procedure (V1 Est 2024)</p>
<p>Online learning</p>	
<p>Registered providers may offer overseas students up to one-third of their course online.</p>	<p>AGE is mindful of this condition and is compliant.</p>
<p>If online or distance learning is offered, the registered provider must ensure that the overseas student is studying at least one unit that is face-to-face in each study period. The only exception is if the overseas student is completing the last unit of their course that is only available online.</p>	<p>AGE is mindful of this condition and is compliant.</p>
<p>School, ELICOS or foundation program providers must only deliver online or distance learning in addition to the minimum face-to-face teaching requirements. This must be approved as part of the registration of the course by the relevant designated State authority or ESOS agency.</p>	<p>AGE is a Higher Education Provider only.</p>
<p>To assist the sector in the current climate, the Department of Education, the Tertiary Education Quality and Standards Agency (TEQSA) and the Australian Skills Quality Authority (ASQA) as the regulatory agencies under the <i>Education Services for Overseas Students Act 2000</i> are committed to a flexible approach to regulating the sector, including supporting Australian education providers to deliver courses online to international students for the duration of the COVID-19 pandemic.</p>	<p>This flexibility was appreciated.</p>

<p>Providers should assure themselves that such arrangements maintain assessment and quality standards and are appropriately documented. Not all qualifications are suited to online learning, this may include those with mandatory work placements.</p>	<p>AGE is well informed (and experienced) with online and hybrid learning - and ensures standards are appropriate and maintained.</p>
<p>TEQSA has also developed an Online learning good practice hub at: https://www.teqsa.gov.au/online-learning-good-practice which could be useful for providers.</p>	<p>AGE has gained a level of expertise in this domain and is appreciative of the TEQSA good practice document.</p>

Standard 9: Deferring, suspending or cancelling the overseas student's enrolment

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

An overseas student's enrolment can be deferred, suspended or cancelled. This may be initiated by either the overseas student for compassionate and compelling circumstances, or the registered provider for an overseas student's breach of visa conditions, failure to pay fees, misbehaviour, or other condition listed in a registered provider's policy.

Registered providers must manage the enrolment of overseas students and maintain up-to-date enrolment information in the Provider Registration and International Student Management System (PRISMS) database.

Deferral, suspension or cancellation

Registered providers must maintain a record of any decisions to defer or suspend an overseas student's enrolment. Registered providers that defer or suspend an overseas student's enrolment must notify the Department of Education through PRISMS.

AGE has in place a comprehensive and benchmarked policy/procedure –

Deferment, Suspension and Cancellation of Study Policy and Procedure –
[87330e_afdeb882fd3d42059426cfb0695c13b8.pdf](#)

All decisions are recorded – and these records maintained –

Record Keeping Policy – [Record Keeping Policy & Procedure \(V1 Est 2024\)](#)

DES is informed as required.

The Department of Home Affairs is notified of a student whose course has been deferred, suspended or cancelled through PRISMS. An international student's visa would not be cancelled if the deferral is for compassionate or compelling reasons. If a registered provider defers or suspends a student's studies for compassionate or compelling reasons, the registered provider should ensure the student visa holder has a valid CoE in PRISMS with a start date that reflects the student's intended date of return to studies. There is no maximum period for a deferral under compassionate or compelling reasons, but the

DHA is informed as required.

AGE has a clear understanding, and is able to articulate, both 'compassionate' or 'compelling'.

AGE is vigilant with regard to CoE management.

AGE has in place a comprehensive, informed and benchmarked policy –

Deferment, Suspension and Cancellation of Study Policy and Procedure –
[87330e_afdeb882fd3d42059426cfb0695c13b8.pdf](#)

<p>deferral must be assessed in accordance with the registered providers' policies and procedures.</p>	
<p>An international student's visa may be cancelled if the deferral or suspension:</p> <ul style="list-style-type: none"> • is due to the conduct of the student • is for reasons other than compassionate or compelling circumstances • the compassionate or compelling circumstances which warranted the deferral or suspension of studies cease to exist; or • is based on fraudulent evidence or documents given to the registered provider. 	<p>AGE is mindful of the issues associated with issues of conduct – guided by a comprehensive and benchmarked policy –</p> <p><i>Code of Conduct and Shared Responsibility – 87330e_79eecad9b0cb4c24ae91f2625062303e.pdf</i></p> <p>AGE appreciates the notion of compassionate/compelling circumstances – and acknowledge these may cease</p> <p>Fraud is unacceptable</p>
<p>Effect on Confirmation of Enrolment (CoE)</p>	
<p>Registered providers must tell overseas students that deferring, suspending or cancelling their enrolment on any grounds may affect their student visa.</p>	<p>Students are clearly informed of the impact of these issues.</p> <p>This is well covered and documented in a comprehensive and benchmarked policy –</p> <p><i>Deferment, Suspension and Cancellation of Study Policy and Procedure – 87330e_afdeb882fd3d42059426cfb0695c13b8.pdf</i></p>
<p>Under this standard of the National Code, there are three possible outcomes for an overseas student's CoE:</p> <ol style="list-style-type: none"> 1. The registered provider notifies the Department of Education through PRISMS that they are deferring or suspending an overseas student's enrolment for a period without affecting the end date of the CoE. There will be no change to the CoE on PRISMS – the overseas student will still be listed as studying. However, the notice of deferment or 	<p>AGE is cognisant of its obligations.</p>

<p>suspension will be recorded in PRISMS.</p> <p>2. The registered provider notifies the Department of Education through PRISMS that they are deferring or suspending an overseas student's enrolment for a period which will affect the end date of the CoE. PRISMS will cancel the original CoE and immediately offer the registered provider the opportunity to create a new CoE with a more appropriate end date. If the registered provider does not know when the overseas student will return, it can choose not to create a new CoE at that point, but to wait until the overseas student has notified the registered provider of the intended date of return before creating a new CoE.</p> <p>3. The registered provider notifies the Department of Education through PRISMS that it wishes to permanently cancel (terminate) the overseas student's enrolment. Once this process is complete, the overseas student's CoE status will be listed as 'cancelled'. If the overseas student is under the age of 18, the cancellation of a CoE does not cancel a Confirmation of Appropriate Accommodation and Welfare (CAAW), and the registered provider is still responsible for welfare arrangements until one of the conditions of Standard 5.6 are met.</p>	
<p>Regardless of the reason, if an overseas student's enrolment is deferred or suspended the period of suspension of enrolment (as entered in PRISMS) should not be</p>	<p>AGE is a Higher Education provider – attendance is not mandated – though encouraged.</p>

included in attendance monitoring calculations.	
Student-initiated deferrals, suspensions or cancellations of their enrolment	
<p>Registered providers are able to defer or suspend the enrolment of an overseas student if there are compassionate or compelling circumstances. Registered providers must assess the deferral of commencement of study or suspension of study for the overseas student in accordance with the registered provider's documented procedures for assessing and approving changes to enrolment.</p>	<p>AGE is mindful of its responsibilities.</p> <p>Enrolment arrangements are guided by a range of comprehensive and benchmarked policies/procedures including –</p> <p><i>Course Progression Policy –</i> 87330e_cd84b8710e7649a497840e1d825ca372.pdf</p> <p><i>Deferment, Suspension and Cancellation of Study Policy and Procedure –</i> 87330e_afdeb882fd3d42059426cfb0695c13b8.pdf</p> <p><i>Exclusion from a Course or Unit Policy and Procedure –</i> 87330e_f600edc787de48a5b1c6d77a3b44b8f2.pdf</p> <p><i>Assessment and Grading Policy and Procedure –</i> 87330e_cfba293f0ce2414989ab65162266ff69.pdf</p> <p><i>Student at Risk and Early Intervention Policy and Procedure –</i> 87330e_791bd8a91fdd4c479a0be281ead1c136.pdf</p>
<p>'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the overseas 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 overseas student's studies 	<p>AGE is mindful understanding of the circumstances surrounding 'compassionate and/or compelling'.</p>

<ul style="list-style-type: none"> • a traumatic experience, which could include: <ul style="list-style-type: none"> ○ involvement in, or witnessing of a serious accident; or ○ witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); or • where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol. 	
<p>These are only some examples of what may be considered compassionate or compelling circumstances.</p>	<p>AGE is mindful understanding of the circumstances surrounding 'compassionate and/or compelling'.</p>
<p>Registered providers should outline what is considered compassionate or compelling circumstances in their own policies and use their professional judgement to assess each case on its individual merits.</p> <p>When determining whether compassionate or compelling circumstances exist, registered providers should consider documentary evidence provided to support the claim and should keep copies of these documents in the overseas student's file.</p>	<p>AGE has in place a range of policies that demonstrate an understanding of compassionate/compelling circumstances - Policies & Forms Guild Music Copy</p> <p>Documentary evidence is always a requirement - and records are kept appropriately as per the Record Keeping Policy and Procedure – Record Keeping Policy & Procedure (V1 Est 2024)</p>
<p>Provider-initiated deferrals, suspensions or cancellations of enrolment</p>	
<p>Registered providers may suspend or cancel an overseas student's enrolment on the basis of, but not limited to:</p>	<p>AGE is mindful of the conditions. These are guided by comprehensive and benchmarked policies/procedures –</p>

<ul style="list-style-type: none"> • misbehaviour by the overseas student • the overseas student's failure to pay the required amount to undertake or continue the course as stated in the written agreement; or • a breach of course progress or attendance requirements by the overseas student. 	<p><i>Code of Conduct and Shared Responsibility –</i> 87330e_79eecad9b0cb4c24ae91f2625062303e.pdf</p> <p><i>Withdrawal and Refunds Policy –</i> Withdrawal and Refunds Policy (Domestic and Online Students (S2))</p> <p><i>Course Progression Policy and Procedure -</i> 87330e_cd84b8710e7649a497840e1d825ca372.pdf</p> <p>Though not mandated – attendance is encouraged and highly recommended.</p>
<p>For any deferral, suspension or cancellation of enrolment initiated by the registered provider, the overseas student must be given a notice of intention to report and 20 working days to access the registered provider's internal complaints and appeals process. This applies even if an overseas student's misbehaviour is grounds for immediate expulsion, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk (as outlined below).</p>	<p>AGE is mindful of its obligations.</p>
<p>Generally, a registered provider may proceed with the deferral, suspension, or cancellation after the internal complaints handling and appeals process has been completed – for example, in cases of misbehaviour and non-payment. The only time a registered provider needs to wait for both the internal and external complaints handling and appeals processes to be completed is for course progress and/or attendance breaches.</p>	<p>AGE understands its obligations.</p> <p>Action is encompassed in the relevant policies/procedures in place including –</p> <p><i>Student Grievance Handling Policy and Procedure –</i> 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</p> <p>And further supported with –</p> <p><i>Deferment, Suspension and Cancellation of Study Policy and Procedure –</i> 87330e_afdeb882fd3d42059426cfb0695c13b8.pdf</p> <p><i>Exclusion from a Course or Unit Policy and Procedure –</i> 87330e_f600edc787de48a5b1c6d77a3b44b8f2.pdf</p>

<p>The overseas student does not have to be given the opportunity to appeal a provider-initiated deferral, suspension or cancellation of enrolment when the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. The registered provider must keep evidence to support this.</p>	<p>All students are given the right of appeal.</p> <p>The exceptions of health or wellbeing is acknowledged.</p> <p>AGE maintains appropriate records in line with its policy –</p> <p><i>Record Keeping Policy and Procedure – Record Keeping Policy & Procedure (V1 Est 2024)</i></p>
<p>This may include, but is not limited to when the overseas student:</p> <ul style="list-style-type: none"> • refuses to maintain approved care arrangements, if they are under 18 years of age • is missing • has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing • has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others; or • is at risk of committing a criminal offence. 	<p>These exceptional conditions are noted.</p>

Standard 10: Complaints and Appeals

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

Registered providers need to have an internal complaints handling and appeals process in place. Professional, timely, inexpensive and documented complaints handling and appeals processes ensure that grievances between overseas students and registered providers can be heard and addressed.

Internal complaints and appeals processes

Registered providers must give overseas students information about the registered provider's policy and process for the internal complaints handling and appeals process that is comprehensive, free and easily accessible.

AGE has in place a comprehensive and benchmarked policy that is free and easily accessible –

Student Grievance Handling Policy and Procedure –
[87330e_368148bf3e814f3bb14d392b01c66a7e.pdf](#)

This issue (along with other relevant matters) is dealt with in Day #2 of the orientation program for all students –

Day 2- Student Services

[Information is provided to students on non-academic support services such as:]

- Accessing Support services
 - Student support services, including referrals
 - Counselling and external support services
 - Understanding compassionate and compelling circumstances.
 - Information about policies and procedures generally, grievance procedures
 - Overseas student health cover
 - Complaints and appeals
 - How to apply for suspension
 - How to access information on minimum wages and to know their rights as an employee
 - Fees and refunds
 - CoE extensions
 - How to join the SRC
 - What AGE identifies as appropriate student behaviour.
 - Where to find the student handbook and Student Code of Conduct
 - How to access my student records

Registered providers' internal complaints and appeals must: • have a process for overseas students to lodge a formal complaint or appeal if a matter cannot be resolved informally; • respond to any complaint or appeal an overseas student makes about the registered provider or any agent or related party the registered provider engages; • begin assessing a complaint or appeal within 10 working days of the overseas student lodging it, and finalise the outcome as soon as practicable; • conduct the assessment of the

The policy has all matters covered –

Student Grievance Handling Policy and Procedure –
[87330e_368148bf3e814f3bb14d392b01c66a7e.pdf](#)

Timeliness is important –

'Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence within ten (10) working days of the receipt of the formal grievance. All reasonable measures will be taken to finalise the process as soon as practicable.' 5.7, p4

complaint or appeal in a professional, fair and transparent manner; Standard 10: Complaints and appeals Last updated 14 July 2022 • ensure the overseas student has an opportunity to present their case at minimal or no cost, and be accompanied and assisted by a support person if necessary; and • give the overseas student a written statement of the outcome of the appeal, including the reasons for the outcome, and keep a written record of complaints or appeals on the overseas student's file

Resolution is critical –

'Ensure that any grievances are resolved promptly, objectively, with sensitivity and with complete confidentiality' 3.1c, p2

Professionalism, fairness and transparency is affirmed –

'This policy and procedure outlines how the Australian Guild of Education ("AGE") will operate an effective, timely, fair and equitable grievance handling system, which is easily accessible to all complainants. The grievance handling process is designed to ensure that AGE responds effectively to individual cases of dissatisfaction.' 1.2, p1

Students are entitled to a support person –

'Each party to a grievance is advised of their right to be accompanied and assisted by a support person at any relevant meetings' 3.4c, p2

Cost issues are discussed –

'The complainant has access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by AGE and the complainant.' 3.4f, p3

Written documentation is mandated –

'A full explanation in writing for decisions and actions taken as part of the process will be provided if so requested by the complainant or a respondent.' 3.4d, p2

Record keeping is ensured –

'A written record of all grievances handled under this policy and procedure and their outcomes shall be maintained for at least five (5) years to allow all parties to the grievance appropriate access to these records' 5.43, p9

'All records relating to grievances will be treated as confidential and will be covered by AGE's Privacy and Personal Information Policy and Procedure.' 5.44, p9

<p>If the overseas student's appeal relates to a decision to cancel the student's enrolment, the provider must wait for the internal complaints process to be completed before they can proceed.</p>	<p>AGE is mindful of the process and timelines as evidenced in the policy related to complaints and appeals –</p> <p><i>Student Grievance Handling Policy and Procedure</i> – 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</p>
<p>However, the registered provider must not report the overseas student through Provider Registration and International Student Management System (PRISMS) for unsatisfactory course progress or attendance until the overseas student has accessed the internal and external complaints handling and appeals process, and the decision or recommendation supports the registered provider (see Standard 8).</p>	<p>The process is guarded by the existing policy and procedure –</p> <p><i>Student Grievance Handling Policy and Procedure</i> – 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</p>
<p>If the overseas student is not successful in the registered provider's internal complaints handling and appeals process, the registered provider must advise the overseas student of their right to access an external complaints handling and appeals process at minimal or no cost. This advice must be given to the overseas student within 10 working days of the completion of the internal complaints handling and appeals process.</p>	<p>This practice is followed and guided by the comprehensive and benchmarked policy and procedure = <i>Student Grievance Handling Policy and Procedure</i> – 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</p> <p>Independent third parties are clearly nominated and accessible</p> <p><u>For international students</u></p> <p>'If the complainant is dissatisfied with the outcome of their internal appeal and they are an <u>international student</u>, they may lodge an external appeal by contacting the Overseas Students Ombudsman.' 5.22, p7 - About us Commonwealth Ombudsman or 1300 362 072, 5.44, p7</p> <p><u>For domestic and/or international students</u></p> <p>'If not satisfied with the decision in Stage Two, and the matter is not within the purview of the Overseas Students Ombudsman, the complainant or AGE may request that the matter be dealt with through an external dispute resolution process via Independent Higher Education Australia (IHEA) - IHEA - peak body representing independent higher education providers – (03) 9642 5212. 5.36, p8</p> <p><u>Additional options</u></p> <p>'If a grievance remains unresolved after the external dispute resolution process, the complainant may decide to refer the matter to an external agency such as the <i>Anti-Discrimination Board, Australian Competition and Consumer Commission</i> or the <i>Office of Fair Trading</i> or <i>Tertiary Education Quality and Standards Agency (TEQSA)</i>.' 5.40, p8</p>

	<p>Timeliness of the processes is critical –</p> <p>The AGE policy and procedure is cognisant of the importance of timeliness.</p> <p>'This policy and procedure outlines how the Australian Guild of Education ("AGE") will operate an effective, <u>timely</u>, fair and equitable grievance handling system, which is easily accessible to all complainants. The grievance handling process is designed to ensure that AGE responds effectively to individual cases of dissatisfaction.' 1.2, p1</p> <p>'Ensure that any grievances are <u>resolved promptly</u>, objectively, with sensitivity and with complete confidentiality' 3.1c, p2</p> <p>'Receipt of the grievance will be acknowledged in writing. The grievance handling process will commence <u>within ten (10) working days of the receipt</u> of the formal grievance. All reasonable measures will be taken to finalise the process as soon as practicable.' 5.7, p4</p> <p>'The recipient of the grievance or their delegate will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, <u>within ten (10) working days</u>. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance' 5.8, p4</p> <p>'Receipt of the academic grievance will be acknowledged in writing. The grievance handling process will commence <u>within ten (10) working days</u> of the receipt of the formal grievance. All reasonable measures will be taken to finalise the process <u>as soon as practicable</u>.' 5.15, p5</p> <p>'The Academic Director or their delegate will then endeavour to resolve the grievance and will provide a written report to the complainant on the steps taken to address the grievance, including the reasons for the decision, <u>within ten (10) working days</u>. The report will further advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance' 5.17, p5</p> <p>'Following the consultation, the CEO or their delegate will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, <u>within ten (10) working days</u>. The report will further advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.' 5.25, p6</p>
<p>External complaints and appeals processes</p>	
<p>The registered provider must give overseas students the contact details of the appropriate external complaints handling and appeals body.</p>	<p>The current policy provides the appropriate contact details –</p>

	<p><u>For international students</u></p> <p>'If the complainant is dissatisfied with the outcome of their internal appeal and they are an <u>international student</u>, they may lodge an external appeal by contacting the Overseas Students Ombudsman.' 5.22, p7 - About us Commonwealth Ombudsman or 1300 362 072, 5.44, p7</p> <p><u>For domestic and/or international students</u></p> <p>'If not satisfied with the decision in Stage Two, and the matter is not within the purview of the Overseas Students Ombudsman, the complainant or AGE may request that the matter be dealt with through an external dispute resolution process via Independent Higher Education Australia (IHEA) - IHEA - peak body representing independent higher education providers – (03) 9642 5212. 5.36, p8</p> <p><u>Additional options</u></p> <p>'If a grievance remains unresolved after the external dispute resolution process, the complainant may decide to refer the matter to an external agency such as the <i>Anti-Discrimination Board, Australian Competition and Consumer Commission</i> or the <i>Office of Fair Trading</i> or <i>Tertiary Education Quality and Standards Agency (TEQSA)</i>.' 5.40, p8</p>
<p>For most registered providers, the appropriate external complaints body will be: • state and territory offices of the Ombudsman, for public providers; or • the Commonwealth Ombudsman, for private providers (except for issues of broader educational quality).</p>	<p>AGE is aware of this process –</p> <p><u>For international students</u></p> <p>'If the complainant is dissatisfied with the outcome of their internal appeal and they are an <u>international student</u>, they may lodge an external appeal by contacting the Overseas Students Ombudsman.' 5.22, p7 - About us Commonwealth Ombudsman or 1300 362 072, 5.44, p7</p> <p><u>For domestic and/or international students</u></p> <p>'If not satisfied with the decision in Stage Two, and the matter is not within the purview of the Overseas Students Ombudsman, the complainant or AGE may request that the matter be dealt with through an external dispute resolution process via Independent Higher Education Australia (IHEA) - IHEA - peak body representing independent higher education providers – (03) 9642 5212. 5.36, p8</p> <p><u>Additional options</u></p> <p>'If a grievance remains unresolved after the external dispute resolution process, the complainant may decide to refer the matter to an external agency such as the <i>Anti-Discrimination Board, Australian Competition and Consumer Commission</i> or the <i>Office of Fair Trading</i> or <i>Tertiary Education Quality and Standards Agency (TEQSA)</i>.' 5.40, p8</p>

<p>Private providers need to make specific arrangements for independent review of complaints about issues not covered by the Australian Competition and Consumer Commission (ACCC) or the Commonwealth Ombudsman</p>	<p>AGE has in place the external/independent options for students –</p> <p><u>For international students</u></p> <p>'If the complainant is dissatisfied with the outcome of their internal appeal and they are an <u>international student</u>, they may lodge an external appeal by contacting the Overseas Students Ombudsman.' 5.22, p7 - About us Commonwealth Ombudsman or 1300 362 072, 5.44, p7</p> <p><u>For domestic and/or international students</u></p> <p>'If not satisfied with the decision in Stage Two, and the matter is not within the purview of the Overseas Students Ombudsman, the complainant or AGE may request that the matter be dealt with through an external dispute resolution process via Independent Higher Education Australia (IHEA) - IHEA - peak body representing independent higher education providers – (03) 9642 5212. 5.36, p8</p> <p><u>Additional options</u></p> <p>'If a grievance remains unresolved after the external dispute resolution process, the complainant may decide to refer the matter to an external agency such as the <i>Anti-Discrimination Board, Australian Competition and Consumer Commission</i> or the <i>Office of Fair Trading</i> or <i>Tertiary Education Quality and Standards Agency (TEQSA)</i>.' 5.40, p8</p>
<p>Registered providers should make clear to overseas students that in most cases, the purpose of the external appeals process is to consider whether the registered provider has followed its policies and procedures, rather than make a decision in place of the institution.</p>	<p>This is evident in the specific policy and procedure –</p> <p><i>Student Grievance Handling Policy and Procedure</i> – 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</p>
<p>A registered provider must only report an overseas student for unsatisfactory course progress or attendance in PRISMS after: • the internal and external complaints processes have been completed and the breach has been upheld; Standard 10: Complaints and appeals Last updated 14 July 2022 • the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; • the overseas student has chosen not to access the external complaints and appeals process; or • the overseas student withdraws from the internal or external appeals process, by</p>	<p>AGE is aware of the process and sequence.</p>

<p>notifying the registered provider in writing.</p>	
<p>When an external appeals process has been completed, the registered provider must immediately implement the decision or recommendations and/or take the preventative or corrective action required by the outcomes of the external complaints handling or appeals process and notify the overseas student of the outcome.</p>	<p>The process is clear and evident in the policy and procedure –</p> <p><i>Student Grievance Handling Policy and Procedure</i> – 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</p>
<p>Further complaints and appeals</p>	
<p>If an overseas student is not satisfied with the outcome of either the registered provider’s internal appeals process or the following external appeals process, they can access multiple external appeals. However, the registered provider does not have to assist the overseas student with finding further appropriate appeals processes.</p>	<p>The comprehensive and benchmarked policy and procedure relating to complaints accommodated both internal and external options for students –</p> <p><i>Student Grievance Handling Policy and Procedure</i> – 87330e_368148bf3e814f3bb14d392b01c66a7e.pdf</p> <p>Any further action is with the student.</p>

Standard 11: Additional requirements

National Code of Practice for Providers of Education and Training to Overseas Students 2018

Overview

Registered providers must meet the requirements for Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registration. Only full-time courses can be registered on CRICOS. Registered providers must also ensure the ESOS agency approves and has up-to-date information on specific aspects of the registered provider's operations and any registered courses.

Full-time course registration

Registered providers must seek approval from the ESOS agency, or designated State authority for registered school providers, for:

- the course content (but not for higher education courses, which are approved at time of accreditation or by providers with self-accrediting status)
- the course duration, including holiday breaks
- modes of study, including components delivered as online study, distance or work-based training
- the number of overseas students enrolled in the course, within the limit or maximum number approved by the ESOS agency for each location; or
- arrangements with other providers (including partners) in delivering a course or courses to overseas students.

AGE has in place the necessary approvals – CRICOS Code 04168K

Seeking approval for course registration

When applying to register a full-time course at a location, the registered provider must demonstrate any matters requested by the ESOS agency, or designated State authority. This includes, but is not limited to, demonstrating that:

AGE has in place the necessary approvals – CRICOS Code 04168K

<ul style="list-style-type: none"> • the expected duration of the course does not exceed the time required to complete the course on the basis of full-time study (for VET courses, this is a minimum of 20 scheduled course contact hours per week unless specified by an accrediting authority); • the expected duration of the course includes any holiday periods or any work-based training (for example, a school course may include the total of each term and end of term vacation periods) • any work-based training to be undertaken as part of the course is necessary for the overseas student to gain qualification and there are appropriate arrangements for supervision and assessment of overseas students • the course is not to be delivered entirely online or by distance learning • the registered provider and any partners they engage with to deliver courses have adequate staff and education resources, including facilities, equipment, learning and library resources and premises, to deliver courses to overseas students; and • the maximum number of overseas students proposed reflects the appropriateness of the staff, resources and facilities for the delivery of courses. 	
<p>Registered providers must provide any information on proposed changes to a registered course to the ESOS agency, or designated State authority, for approval. This must be done at least 30 days prior to the date the changes will commence.</p>	<p>Any changes would be referred to the appropriate agency.</p>
<p>Self-accrediting registered providers</p>	
<p>Self-accrediting registered providers must undertake an independent external audit during their period of CRICOS registration. The audit must be undertaken within 18 months prior to renewal of that registration to inform the re-registration of the provider.</p>	<p>AGE is not self-accrediting.</p>

Self-accrediting providers do not need to provide an annual declaration of conformity to Tertiary Education Quality Standards Agency (TEQSA).	AGE is not self-accrediting.
---	------------------------------

About the Authors

Emeritus Professor Greg Whateley is an independent consultant with AGE

Professor Elizabeth Woollacott is CEO and Head of Performance and Arts Management at AGE

Acknowledgements

The Academy of Music and Performing Arts (Sydney) - [AMPA - Academy of Music and Performing Arts - AMPA | Academy of Music and Performing Arts](#)

[Le Cordon Bleu Australia \(National\) – Le Cordon Bleu Australia, Campus, Programmes and Courses](#)

[Institute of Creative Arts and Technology \(Sydney/Melbourne\) - https://www.icat.edu.au/](#)

[Universal Business School Sydney \(National\) - UBSS Australia](#)

Also see –

National Code of Practice for Providers of Education and Training for Overseas Students 2018 - <https://www.education.gov.au/esos-framework/national-code-practice-providers-education-and-training-overseas-students-2018>

Whateley (2024) – Ensuring the welfare and support of international students - [6113ad_f611f491633a496d86899719fef29c00.pdf](#)

Whateley (2024) Biggest HE challenges for 2025-2026 - [Biggest HE challenges for 2025-26: Opinion | Campus Review](#)

