

GOLD COAST BRISBANE QUEENSLAND AUSTRALIA



# Student Handbook



[www.imagineeducation.com.au](http://www.imagineeducation.com.au)

Ph: +617 5552 0900

Imagine Education Australia

CRICOS PROVIDER NO. 02695C NATIONAL PROVIDER NO. 31302

INVESTING IN IMAGINATIONS

## GENERAL CONTACT DETAILS

**Principal:** Bill Adler

**Postal:** PO Box 4931, Bundall BC Qld 4217

Email: [info@imagineeducation.com.au](mailto:info@imagineeducation.com.au)

After hours **emergency** contact: [Bill Adler 0410 620 613](tel:0410620613)

### *Main Campus*

13 Benowa Road, Southport Qld 4215

Ph: 07 55520900

**General Manager:** Suzie Noonan

### *Ashmore Campus*

151 Currumburra Road, Ashmore Qld 4214

Ph: 07 5586 2244

**General Manager:** Rowan Hinton

### *Southport Central Campus*

Level 1, Building 3F, Southport Central,

9 Lawson Street, Southport Qld 4215

Ph: 07 5571 1122

**General Manager:** Alison Lennon

### *Brisbane Campus*

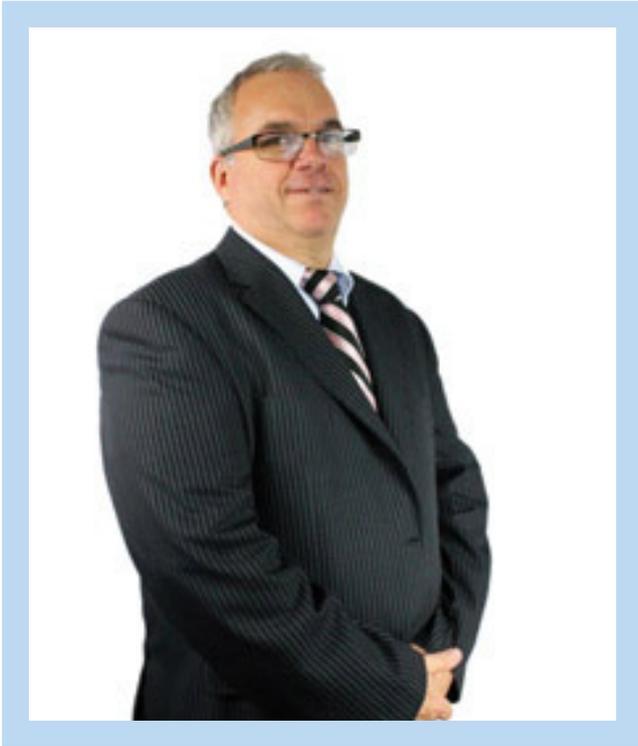
170 Leichardt Street, Spring Hill Qld 4000

Ph: 07 5521 0595

**General Manager:** Kara Richardson

## COURSE CONTACTS

**ELICOS Academic Manager:** Alison Lennon



*Imagine CEO and Principal Bill Adler*

## INTRODUCTION AND WELCOME

*It is our great pleasure to welcome you to Australia and to Imagine Education Australia.*

At Imagine we cater for your every need as a student in Australia. Our courses are tailored to meet your needs and the needs of your children. We also offer accommodation services, and a Job Club to assist you in gaining part time employment.

Imagine has a warm, welcoming atmosphere and well qualified staff who are enthusiastic about your learning and their teaching. Having personally worked in education my entire life, I can assure you we are in “the business of education” not “the education business”.

We have built wonderful facilities in the Gold Coast and Brisbane for our students’ education. In addition to our four campuses, we also operate several live training environments including commercial kitchens in the Gold Coast and Brisbane, and an auto mechanic shop situated in the Gold Coast. We are part of the local community with our own private Early Learning Centres on our Main Campus grounds, catering to over 300 local families. Students from all over the

world can not only gain a great education, but join a local community and make local friends. Our curriculum is selected to meet the needs of our students, all of whom need genuine vocational and pathway outcomes from their studies. We take great pride that we are “Investing in Imaginations” and our focus is always on providing students with educational and lifestyle outcomes that enable them to live their dreams.

Imagine Education has established itself as an education provider of choice on the Gold Coast and in Brisbane, particularly in the fields of English Language Education, Early Childhood Education, Hospitality, Automotive, Fitness, and Business.

Education is the mainstay for people and families wishing to improve their lives and increase their global mobility. For most, this means mastery of the English language; for many, it means gaining a qualification in an area where there is high demand for jobs and a career. Imagine Education Australia is a place where we do things right, with genuine care for each and every member of our community.

We have lived and worked in Queensland for many years and know the region and educational systems well. Our staff are highly trained and networked in to the educational community here. The lifestyle you can experience on the Gold Coast and in Brisbane City is unparalleled anywhere in Australia. Both Brisbane and the Gold Coast are two of the best places on earth to live and study.

So thank you for choosing Imagine Education. We wish you a wonderful learning experience and look forward to getting to know you.

**Preamble:** *Imagine Education Australia (National Provider Number 31302) is a Registered Training Organisation (RTO) and discharges its responsibilities for compliance with the Australian Quality Framework and National Standards for Registered Training Organisations. This includes a commitment to recognise the training qualifications issued by other Registered Training Organisations.*

*Imagine Education Australia is registered with ASQA to deliver a range of Vocational Education and Training Programs.*

*The mission of the College as a Registered Training Organisation is to deliver quality training in accordance with the National Training Packages. Imagine Education Australia reserves the right to amend the CODE OF PRACTICE to suit the needs of the training organisation as required. All amendments will be in accordance with legislation governing RTOs.*

## CONTENTS

ADDRESSES AND CONTACT NUMBERS.....	2
INTRODUCTION AND WELCOME .....	3
Campuses and facilities .....	5
Application process and information .....	7
• Recognition: Direct Credits (Credit Transfers) and Recognised Prior Learning (for Vocational Courses).....	8
• Entry Requirements.....	8
Orientation and New Student Induction.....	8
Information on Living in Australia.....	9
Housekeeping .....	10
• Fire and Emergency Evacuation Procedure.....	12
• Student holiday leave (ELICOS and VET) .....	14
• Transport and Location Map.....	15
The Australian Student Visa & the Australian Government ESOS Act .....	16
• Your Rights under the ESOS Act:.....	16
• Your Responsibilities/ Updating Student Contact Details/Who to Contact.....	16
• Imagine Education Australia - Student Code of Conduct.....	17
• Health and Medical Information and Requirements.....	19
Imagine Education Australia Student Complaints and Appeals Policy.....	20
ELICOS Course Attendance Policy/ Vocational Course Progress Policy.....	23
• Intervention Strategy.....	23
Course Variations.....	24
• Transfer between Providers.....	24
• Deferring, suspending or cancellation of enrolment.....	25
Student Services.....	27
• Health and Emergency Services/ Visa Matters/ Legal Services/ Counselling Services.....	27
• Homestay and Accommodation Services.....	28
• Translating and Interpreting Service (TIS).....	28
Course fees, refunds and other financial issues.....	29
Imagine Education Australia - Refund Policy.....	30
• Possible additional fees and charges/ School age dependents.....	32
• Provision of Language Assistance to Students who are falling behind in their studies.....	32

## Campuses & Facilities

---

All of Imagine's campuses offer the following facilities:

- Lessons integrate the latest interactive whiteboard technology and resource materials
- Computer lab and Wi-Fi connection
- Student kitchen and common area



### *Main Campus*

Imagine Education's Main Campus is located at 13 Benowa Road Southport on the beautiful Gold Coast. Our state-of-the-art campus is located only 5 minutes drive from the Southport CBD and 10 minutes drive from the famous Surfers Paradise. Our campus is surrounded by native bushland and provides a tranquil environment for students.

We are located near a major shopping centre which has a post office, chemist, supermarket and many other specialty stores.



### *Southport Central Campus*

Imagine Education's Southport Central Campus is located at Building 3F, 9 Lawson Street Southport, on the beautiful Gold Coast. Home to our Faculty of English, the modern campus is located in the heart of the Southport CBD and is just five minutes drive from famous Surfers Paradise. Our campus is surrounded by the Southport retail and business precinct.

We are located near a major shopping centre and within walking distance to tram and bus services.



### *Ashmore Campus*

Imagine Education's Ashmore Campus is located at 151 Currumburra Road, Ashmore, on the Gold Coast. Located just a ten minute drive from Surfers Paradise, our Ashmore Campus is home to a number of our VET faculties and boasts a purpose-built and state-of-the-art commercial kitchen and a fully-operational automotive workshop. It is also located next to the large and modern PCYC Ashmore fitness centre.

The campus is located near shopping centres and supermarkets, and is within walking distance to public transport.



### *Brisbane Campus*

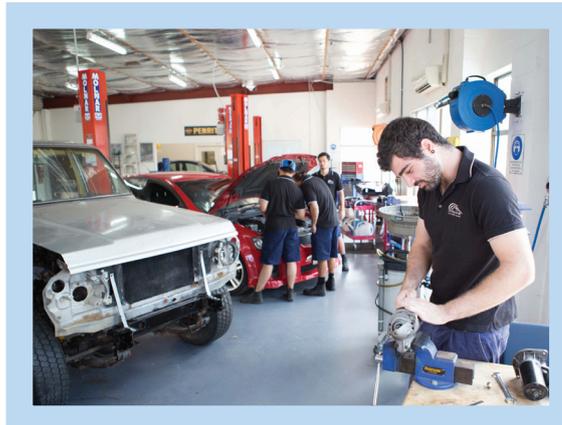
Imagine Education's Brisbane Campus is located at 170 Leichardt Street, Spring Hill, in the heart of Brisbane City. Our newly-renovated Brisbane Campus caters for students studying General English and IELTS and a number of our VET courses. Our Brisbane commercial cookery students have the benefit of a fully-equipped commercial kitchen located in nearby Woolloongabba.

The campus is located within close walking distance to a Brisbane's retail precinct where students can find a huge number of retail stores, supermarkets, restaurants, and public transport.

## LIVE TRAINING ENVIRONMENTS

### *Automotive workshop: Gold Coast & Brisbane*

Imagine Education Australia's Faculty of Automotive provides our students with the unique benefit of gaining real-world experience in our purpose-built and fully operational automotive workshop located at our modern Ashmore Campus. Our automotive workshop is fully equipped with the latest technology and scan tools, including fuel injection diagnostic machinery. Combined with the best possible training from our highly-skilled automotive trainers, our automotive students complete their training armed with the knowledge and skills to work in the real world.



### *Early Learning Centres*

Our Faculty of Early Childhood Education provides our students with the very unique benefit of having a child care centre on-site at our Main Campus for their live practical training. Imagine Child Care and Kindergarten is well-known for excellent facilities and service, and is committed to providing exceptional child care and education for children from birth to school age. Our child care students are able to complete many hours of invaluable practical training here. Having access to a child care centre of this caliber means our students are fully equipped with the best possible training.



### *Hospitality Kitchen: Gold Coast*

Our modern Ashmore Campus is home to our purpose-built Gold Coast hospitality kitchen, and offers our students full commercial cookery facilities with their own work station, and also offers the added benefit of having the Ridgeway Group's prep kitchen on-site to expose our students to further real-world training.

Imagine's partnership with the Ridgeway Group gives our hospitality students the invaluable opportunity to gain work placements at one of their restaurants.



### *Hospitality Kitchen: Brisbane City*

Our Brisbane commercial cookery students have the benefit of a fully-equipped commercial kitchen in the Best Western Plus Hotel Diana, right next to the hotel's own kitchen for their practical training.

Our Brisbane commercial cookery kitchen is located in Woolloongabba just a short drive from our Brisbane Campus.



## Application Process and Information

---

When we receive your Application Form, we will send you the appropriate acceptance documents including invoices. If you are applying for a student visa you must show these at the Australian Embassy when you apply for your visa.

Students with other qualifications who intend on applying for course credit should submit their documents for assessment prior to being granted a Letter of Offer.

### Step 1:

Choose your course of study and your preferred start date.

Undertake an IELTS, ISLPR, TOEFL or relevant assessment in your home country or sit an Imagine Education Australia English Placement Test and send a copy of your passport, relevant English assessment and the International Student Application Form to:

Imagine Education Australia by:

POST: Imagine Education Australia Pty Ltd, PO Box 4931, Bundall QLD 4217 Australia

E-MAIL: [admissions@imagineeducation.com.au](mailto:admissions@imagineeducation.com.au)

### Step 2:

Imagine Education will advise you of the outcome of your application.

If your application is successful, Imagine Education will e-mail a Letter of Offer/ Student Agreement to you or your Agent confirming the course you have been offered, fees payable, and the course commencement date.

### Step 3:

Read this letter of offer thoroughly, sign and return your "Acceptance of Offer and Acknowledgement" page and keep a copy for yourself. If we do not receive the original of this signed page, your enrolment cannot proceed.

*Note: Offers for students under 18 years of age must be signed by their parent or legal guardian.*

*Note: Your letter of offer must be accepted **prior to**, or concurrent with sending your payment of fees.*

### Step 4:

You will also receive an Invoice for fees payable from Imagine Education.

### Step 5:

Pay required Fees as shown on the invoice, including Overseas Student Health Cover fees.

*Note: Student tuition fees must be paid concurrent with **or after** accepting this letter of offer.*

### Step 6:

Upon receipt of the signed acceptance of offer, the program/ course payment and remittance advice form, The Confirmation of Enrolment (CoE) on behalf of the Australian Department of Immigration and Border Protection will be sent directly to you by e-mail or alternatively to your Agent. You will need the CoE to apply for your student visa (this applies to student visa students only).

### Step 7:

Take the CoE to the nearest Australian Embassy or Consulate (or apply online if available in your country), for your Australian Student Visa.

You must satisfy the Australian Department of Home Affairs visa conditions. Please refer to the Department of Home Affairs website for more information about your student visa. Please visit <http://www.immi.gov.au/students/students/chooser/572.htm> for more information.

Examples of these conditions include:

- Course enrolment & attendance;
- Educational Outcome;
- Changing your education provider;
- Financial capacity; and
- Health insurance.

Arrange your travel. The start date offered to you is when you are required to attend orientation your campus. We recommend that you have arrived here AT LEAST one week before the course start date given to you in your Letter of Offer.

## **RECOGNITION - DIRECT CREDITS (CREDIT TRANSFERS) AND RECOGNISED PRIOR LEARNING (FOR VOCATIONAL COURSES)**

Imagine Education Australia recognises the assessment decisions of, and Statements of Attainment and Qualifications issued by any other RTO.

### *Direct Credit (Credit Transfer)*

Credit may be granted for formal study undertaken in a recognised tertiary institution within Australia, which can ultimately reduce the time needed to complete the course.

### *Recognition of Prior Learning (RPL)*

RPL involves gaining credit for prior learning and knowledge attained elsewhere, such as in a workplace. This means certain units may not need to be completed due to your competency, allowing for your prior knowledge and skill level to be formally recognised. This is provided your knowledge and skills are of the same standard as required in your vocational course.

RPL will allow you to progress through the course at a faster rate and have your prior knowledge and skill level formally recognised.

For the Direct Credit and Recognition of Prior Learning (RPL) Policy go to <http://www.imagineeducation.com.au/documents/policies>

## **ENTRY REQUIREMENTS**

Entry pre-requisites for all Imagine Education's courses are shown on our website at <http://www.imagineeducation.com.au/course/entry> under "Vocational and ELICOS Course Entry Requirements", or in your Course Handbook and in the College's prospectus.

There is no academic or English language pre-requisite for students wishing to study General English, at Imagine, however, other English Language Courses and Vocational Education (VET) courses may have age and English Language pre-requisites set at various levels. Please see your Course Handbook for details. These are also available on our website.

## **Orientation and New Student Induction**

---

On your first day at Imagine Education, our friendly staff will help you settle into life at Imagine and take you through your orientation. It is very important to be at your campus of study for your orientation so you can be allocated to your class. Students studying General English will complete a placement test before being allocated to a class.

*ELICOS orientation is at 8:30am every Monday at your campus of study.*

*VET orientation is at 8:30am every Monday at your campus of study.*

These orientations embrace an overview of the Imagine Education policies and procedures including administration procedures, government requirements, cultural matters, basic housekeeping issues, introduction to staff and a tour of facilities and your Course Handbook. Students who cannot attend the Orientation and Induction must contact Admissions.

### *ELICOS Placement Test*

On arrival, all English language students will be interviewed and given a short written test. This enables students to be placed in an appropriate level of English at commencement.

## ELICOS Assessment/ Progress

Based on your progress and the results of further tests, the Academic Manager will determine the grades you receive and how quickly you will move up through the levels. Imagine Education provides written course feedback to students/ parents of HSP and Young Learner students every five weeks and has an intervention procedure in place to assist students who have difficulty with their course.

## Student ID Cards

All students need a student ID card. Your photo will be taken during orientation for your ID card. Your ID card will be ready within the week your course commences. With your ID card, you can get a discount on the bus, the train and the cinema. Students who require a replacement card will incur a replacement fee. (See Fee Schedule)

## Living in Australia



PHOTO: Surfers Paradise on the Gold Coast

### Climate

The Gold Coast:

Average summer: 19 - 29 degrees Celsius;

Average winter: 9 - 21 degrees Celsius.

Brisbane:

Average summer: 21 - 29.8 degrees Celsius;

Average winter: 11 - 21 degrees Celsius.

## TRANSPORT

### Buses

Local bus services operate from early morning to late at night across the Gold Coast and Brisbane.

### Trains

Trains operate between the Gold Coast and Brisbane, including the Brisbane International Airport service. Trains also connect Brisbane City to many of Brisbane's outer suburbs.

### Trams

The G: is a Gold Coast tram system that connects Helensvale to Surfers Paradise and Broadbeach. There are many stations with high-quality bus interchanges at Southport and Broadbeach.

### Flights

Gold Coast Airport in Coolangatta is a 30-minute drive from Surfers Paradise.

Brisbane Airport is a 25-minute drive from Brisbane City.

Our student services staff will assist you with your transport enquiries. Detailed timetable information can be found at [translink.com.au](http://translink.com.au).

### Location

The Gold Coast is one hour drive from Brisbane and boasts 70 kilometres of beautiful coastline and one of the most beautiful hinterlands in Australia.

Brisbane City has been voted as one of the "world's most liveable cities". Brisbane is a multicultural and vibrant city built around the beautiful Brisbane River.

### Population

Approximately 600,000 people live on the Gold Coast, making it the sixth largest city in Australia.

Approximately 2.2 million people live in Brisbane making it the third most populated city in Australia.

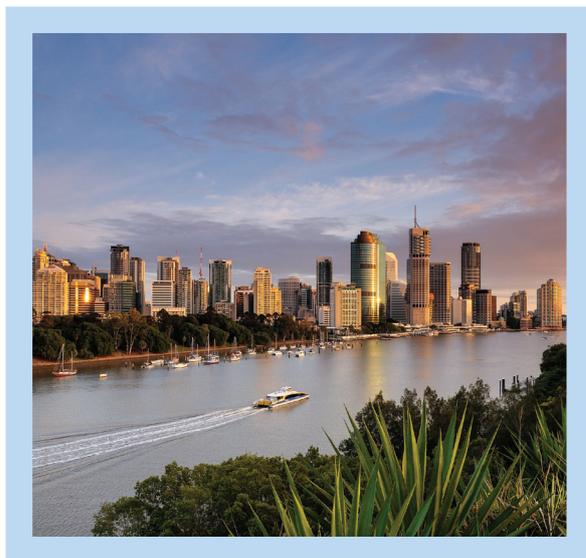


PHOTO: Brisbane City

## **COST OF LIVING**

The Department of Home Affairs advises that the cost of living for international students in Australia is approximately AUD \$21,041 per year, however the Gold Coast is significantly less expensive than the bigger cities. This figure covers living expenses such as food, accommodation, transport, clothing, fuel, power, telephone, and entertainment, and helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

## **STUDENT ACCOMMODATION**

### *Homestay*

Gold Coast Student Accommodation Centre manages Imagine Education's Homestay, including both individual placements and study tour students.

Gold Coast Student Accommodation Centre commenced operations in October 2009. We ensure the success of the Homestay experience for all concerned – the student, agent, education provider and the Homestay family.

Our goal is to provide a Homestay service that caters for the needs of the student as well as providing a safe and nourishing environment in which they can live and learn. At the same time we will provide support and encouragement to the Homestay families so that the experience is a pleasant one for them.

If you are under 18 years of age and have been placed in Homestay, the College is responsible for you and there are strict rules that must be followed. This is a condition of your Australian student visa. Gold Coast Student Accommodation will ensure the rules are explained to you on commencement of your Homestay. You **MUST** tell your Homestay parents where you are at all times, the same as you would your own family.

## **Housekeeping**

---

### *Activities Indemnity*

Imagine Education Australia and its representatives and staff will not be held liable for any loss, damages, death, illness or injuries to people or property whilst students are on any activity or excursion organised by Imagine. It is the student's sole responsibility to take out insurance against all such risks, and we recommend that students travelling to Australia take out comprehensive travel, accident, and medical insurance in their own countries.

### *Assessment, Mode of Delivery, and Study Needs*

Assessment and mode of delivery are detailed in your Course Handbook which is available on orientation or on our website.

When you attend classes at the College you will need to bring:

- Stationery, such as a notebook, pen, stapler, eraser, ruler etc.;
- Your learning materials; and
- You may wish to bring a laptop or tablet as Imagine Education Australia provides wifi access for students at all our campuses.

### *Banking*

To open a bank account you will need to show your passport at the bank. You don't need a large amount of money to open a bank account in Australia. Banks are open 9:30am to 4:00pm Monday to Thursday and 9:30am to 5:00pm on Friday. Automatic Teller Machines (ATMs) are numerous and you can use them 24 hours per day. Remember to **CLOSE** your bank account before you return to your home country.

### *Cleanliness and Hygiene*

Some guidelines of good hygiene are:

- Showering or bathing each morning or evening;
- Applying a deodorant (anti-perspirant);
- Brushing teeth morning and evening after meals;
- Washing hands before meals and after using the toilet;
- Washing clothes regularly; and
- Use tissues when needed and put them in the bin.

## Toilets

Separate male and female toilets are located on campus. If there is no toilet paper in the toilets, please inform reception. Please dispose of all sanitary pads (etc) in the containers provided in the female toilets. In Australia it is customary to sit on the toilet seat. Please do not stand on the toilet seat as this may cause damage.

## Clean Up After Yourself

Ensure you don't leave your notes, learning resources, homework, assignments, notebooks or lecture pads behind in the classroom after a class has finished. Do not eat or drink in the classrooms. Place ALL RUBBISH in the rubbish bins provided around the College. Any cups or utensils used need to be placed in the dishwasher.

## Clothing

Remember to bring a sweater or jacket if you feel the cold, as our campuses are air-conditioned. Please do not wear any rude words or pictures on your clothing; other people could get upset or angry! Students are expected to be dressed in an appropriate manner (no bikini tops or similar apparel or clothing with offensive language written on it). Shoes (footwear) should be worn whilst on campus at all times.

## Complaints (Grievances)

Imagine Education is committed to top quality teaching and pastoral care. If a current student, or intending student, has a grievance that needs to be resolved, please follow the Complaints and Appeals Procedure outlined in this Student Handbook.

## Communicating In English

Please speak English as much as possible while on campus as you are here to learn and improve your English. Please do not speak your own language in class as this is rude to students from other countries. You will get more English practice if you make friends with students from other countries who are also here to learn English.

## Damage

Please tell an Imagine Education Australia staff member about any damage in or around the school.

## Eating and Drinking

Food and drink should NOT be consumed in the classrooms. You can make lunch in the kitchen and eat it in the Common Room. Eating and drinking should be in the Common Room only. No food or drink should be consumed near computers.

## Excursions

Teachers often organise excursions for their classes. These provide important opportunities to experience the 'real life' classroom. Excursions are a big part of teaching and learning at Imagine Education, so all students should attend. Some excursions are paid through your course fees but for others you are asked to pay a small fee. Students will be told about excursions one week in advance.

## Legal Advice

Free legal advice can be obtained from the Legal Aid Telephone Service on 1300 651 188 or by visiting [www.legalaid.qld.gov.au](http://www.legalaid.qld.gov.au)

## Medical

- **Gold Coast University Hospital (public)** – 1 Hospital Boulevard, Southport – Telephone 1300 744 284
- **Robina Hospital (public)** – 8 Bayberry Lane, Robina – Telephone (07) 5668 6000
- **Australia Fair Medical Centre** – Cnr Scarborough and Young Sts, Southport – Telephone (07) 5532 3466
- **Southport Park Medical Centre** – Cnr Ferry and Benowa Rd, Southport – Telephone (07) 5591 1404
- **Mater Hospital (public)** – Raymond Terrace, South Brisbane – Telephone (07) 3163 8111
- **Mater Private Hospital** – 301 Vulture Street, South Brisbane – Telephone (07) 3163 8111
- **Royal Brisbane and Women's Hospital** – Cnr Butterfly St and Bowen Bridge Rd, Herston – Telephone (07) 3646 8111
- **Queen Street Medical Centre** – Level 3/141 Queen St, Brisbane City – Telephone (07) 3229 9355

## ***Fire and Emergency Evacuation Procedure***

The College has an evacuation plan in case of fire or other emergencies. If an evacuation is ordered, you will hear the fire alarm or your teacher will tell you to evacuate. A map showing the nearest fire exit is displayed in each classroom. Please move immediately to the designated assembly area shown on the map.

1. Follow all instructions given;
2. Leave books and all equipment in the room;
3. Move rapidly to the assembly area but do not run;
4. Group with other students in your class group;
5. Students must be seated and remain so until the “all clear” is given by the Principal or the Evacuation Warden; and
6. Teachers will mark rolls.

## ***First Aid***

Any personal injury sustained at Imagine Education must be reported immediately to your teacher. A basic first aid kit is available at Reception for emergencies. The College can not supply students with medicines or headache tablets. This is the student’s responsibility.

## ***Graduation***

Graduation or the achievement of an award requires successful completion of your course, the payment of all outstanding fees, return of all College materials and property, and the achievement of the required level of attendance at the College.

## ***Mobile Phones***

ALL mobile phones must be turned off while you are in class at Imagine Education. It is very rude to other students and your teacher to take calls in class. If you need to be contacted urgently while you are attending class, you can inform potential callers, prior to class, to leave a message with Reception.

## ***Post Office***

There are post offices within walking distance of all our campuses. Please ask at Reception for your closest post office. Post office opening hours are from 8:30am to 5:00pm, Monday to Friday.

## ***Photography Release***

Any photos or footage taken at Imagine or by Imagine’s staff of Imagine’s students are the property of Imagine and may be used in the reproduction of materials for promotional use, without consent.

## ***Privacy of Your Personal Information***

Imagine Education will always respect your personal information and will only share your personal details with any third party if there is suspected breach of your student visa conditions. In these cases, your personal contact, enrolment, and course details may be shared with Australian Governments and designated authorities and the Protection Service and ESOS Assurance Fund Manager.

It is your responsibility to provide all necessary documentation to support your visa application. If you provide incorrect or incomplete information to Australian Immigration authorities, It may result in the cancellation of your visa and your enrolment.

## ***Punctuality - Please don’t be late***

Coming late to class not only disrupts others in your class and distracts your teacher. There are penalties for lateness and if you are more than 10 minutes late, you will be marked absent on the class roll. This could adversely affect your attendance percentage. You will not be able to access your class until after the next break period.

## ***Safety***

Australia is considered to be one of the safest countries in the world. However, like in all countries, risks should not be taken. For example, avoid dark areas at night time and take care of your belongings at all times. If you don’t know the area well or if you must travel at night, you should travel with a friend. Also, do not ride in a car with someone you do not know, even if they seem friendly or helpful.

Students who wish to seek assistance or report any incident or allegation involving actual or alleged sexual, physical or other abuse will be advised to

1. Talk to their HSP coordinator or trainer OR
2. Call the Imagine Education Australia emergency phone number on 0410 620 613

### Emergency Phone Number

<b>Police</b>	Phone 000 and say 'Police'
<b>Fire Department</b>	Phone 000 and say 'Fire'
<b>Ambulance</b>	Phone 000 and say 'Ambulance'

### Self Study

Use your time effectively and take advantage of all self-access activities offered. Students are free to use the College's facilities to complete assignments, conduct research, and undertake additional study. For each hour of face-to-face teaching in class, you should try to reach the goal of one to two additional hours of review of your notes, reading and summarising your learning materials, revision of topics covered, writing of assignments, and preparation for future classes.

### Smoking

No smoking is allowed at all on our campus grounds. Those who wish to smoke in BREAK TIMES need to go off campus. PLEASE DO NOT SMOKE on school grounds. The legal age for smoking in Australia is 18.

The Queensland Cancer Council recommends the following:

- Slip on sun protective clothing;
- Slop on SPF 30+ sunscreen;
- Make sure your sunscreen is broad spectrum and water resistant; and
- Sunscreen should not be used to increase the amount of time you spend in the sun and should always be used with other forms of protection. Apply sunscreen liberally to clean, dry skin at least 20 minutes before going outside and reapply every two hours.

### Slap on a hat

A broad brimmed or bucket style hat provides good protection for the face, nose, neck and ears, which are common sites for skin cancers. Caps and visors do not provide adequate protection. Choose a hat made with closely woven fabric - if you can see through it, UV radiation will get through. Hats may not protect you from reflected UV radiation, so also wear sunglasses and sunscreen to increase your level of protection.

### Seek shade

Make use of trees or built shade structures, or bring your own! Staying in the shade is an effective way to reduce sun exposure. Whatever you use for shade, make sure it casts a dark shadow and use other protection (such as clothing, hats, sunglasses and sunscreen) to avoid reflected UV radiation from nearby surfaces.

### Slide on some sunglasses

Sunglasses and a broad brimmed hat worn together can reduce UV radiation exposure to the eyes by up to 98 per cent. Choose close-fitting, wrap-around sunglasses that meet the Australian Standard AS 1067. Sunglasses are as important for children as they are for adults.

Please ALWAYS swim between the red and yellow flags when you go to the beach. NEVER swim outside the flags. You will be watched by a trained lifeguard.

Do not swim alone, or at night, when no-one can see you. The ocean can be a dangerous place.

Students need to be aware that in Australia there is a minimum wage paid for employment and different industries are covered by awards that protect the rights of workers. For more information you can visit the fair Work Ombudsman site <https://www.fairwork.gov.au/>



PHOTO: Always swim between the red and yellow flags at the beach

## Staff Room

You may NOT enter the staff room. If you need to speak to a staff member, please knock and wait at the door.

## Updating Student Contact Details - VERY IMPORTANT!

It is important that you notify the College of any changes to your address or telephone number in Australia. This is particularly important for students studying on an Australian Student Visa. The College notifies changes of address and telephone numbers to the Australian Department of Immigration and Border Protection. If the Department cannot contact you, they may regard you as being illegal and cancel your student visa. Imagine Education will seek contact details including address, phone number, email address every six months from students.

## Student Noticeboards

Student noticeboards are located in the student common room. Students MUST NOT put any unauthorised notices on any of the college noticeboards.

## Student Records

All student records are kept in a secure location and are accessible only to staff. Any student wishing to view their file can do so by asking the Course Coordinator.

## STUDENT HOLIDAY LEAVE (ELICOS AND VET)

Students are permitted to take study breaks during the year. These must be full weeks starting on a Monday. Students holding Student Visas are advised to take holidays BETWEEN courses, and preferably plan them before they enrol.

ELICOS Students need to fill in a Holiday Application Form two weeks prior to their holiday (these are available from Student Services and our website). Applications will be considered by the Academic Manager and may be rejected if the student has studied less than 10 weeks (unless there is a special reason).

For ELICOS enrolments there is a maximum of four weeks holidays per 12 month enrolment. ELICOS students holding Student Visas will be required to seek approval from the Academic Manager, and will have to choose if they want their END DATE extended.

Student Visa holders who want to change their END DATE will require a new Certificate of Enrolment (CoE), and this will incur a fee. This fee will be added to their Student Account upon approval.

Any student holding a revised CoE must present it to the Australian Department of Immigration and Border Protection in Southport. Students holding a Student Visa are responsible for maintaining a current Student Visa and Overseas Student Health Cover (OSHC).

For Vocational (VET) enrolments, the number of holiday weeks included in the course duration will differ from course to course. Student holidays are built in to each course. Your course trainer will provide you with a Course Study Planner that will identify when student holiday breaks are.

## TRANSPORT AND LOCATION MAP

If you are living with a homestay family, please discuss your transport options with them. Students living in apartment accommodation will need to make their own travel arrangements to and from classes. Bus, tram, and train services conveniently operate within the Gold Coast and Brisbane. You can access timetables and information using the following website: [transinfo.qld.gov.au](http://transinfo.qld.gov.au). Your Student ID card will give you a discount on the bus and train.



### Imagine College Bus - College bus transfers

Imagine Education operates a FREE college bus for students between our Gold Coast campuses, Broadbeach, and Surfers Paradise. Our friendly bus driver picks up and drops off students from various locations before and after college everyday. Our bus is also used for our weekly student activities making it easy for students to get around the Gold Coast. See our website for the Imagine College Bus Timetable:

<http://www.imagineeducation.com.au/students/services/bus>

PHOTO: Imagine's FREE college bus.

## MAIN CAMPUS MAP

### *Benowa Road*

13 Benowa Road, Southport



## SOUTHPORT CENTRAL CAMPUS MAP

### *Southport Central*

Level 1, Building 3F, Southport Central, 9 Lawson Street, Southport



## ASHMORE CAMPUS MAP

### *Ashmore*

151 Currumburra Road, Ashmore



## BRISBANE CAMPUS MAP

### *Brisbane City*

170 Leichardt Street, Spring Hill Qld



# Australian Student Visa & the Australian Government ESOS Act

---

## PROVIDING QUALITY EDUCATION AND PROTECTING YOUR RIGHTS AND YOUR FEES

If you hold an Australian Student Visa, you must study with an education provider that is listed in the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS Register). Imagine Education Australia, Southport is on this list of registered institutions, which can be found at <http://cricos.education.gov.au>. CRICOS registration guarantees that the course and the education provider meet the high standards necessary for Australia's overseas students' program. Please check carefully that the details of your course, including its location, match the information shown on the CRICOS site.

The Australian Government wants Australia to be a safe, enjoyable, and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS (Education Services for Overseas Students) framework and they include the (ESOS) Act 2000 and the National Code of Practice.

## YOUR RIGHTS UNDER THE ESOS ACT:

The ESOS Act protects your rights, including:

- Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare;
- Your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of this written agreement in your possession.
- Safety for your Tuition fees: The ESOS Act includes consumer protection that enables you to receive a refund or to be placed in another course if your provider is unable to teach your course for any reason. This is something unique to Australia. This is managed under the Tuition Protection Service
- It is your right to know:
  - o How to use your provider's support services;
  - o When, or if your enrolment can be deferred, suspended or cancelled;
  - o What your provider's requirements are for satisfactory progress in the courses you study;
  - o Your obligations regarding course attendance;
  - o What will happen if you want to change providers; and
  - o How to use your provider's complaints and appeals process.

## YOUR RESPONSIBILITIES/ UPDATING STUDENT CONTACT DETAILS/ WHO TO CONTACT

As a student on an Australian Student Visa, you have a responsibility to:

- Satisfy your student visa conditions;
- Maintain your Overseas Student Health Cover (OSHC) for the period of your stay (Australian Student Visas only);
- Meet the terms of the written agreement with the College;
- Inform the College if you change your address in Australia;
- Maintain satisfactory course progress (VET Students only);
- Follow the College's attendance policy (80 per cent attendance required) (ELICOS students only);
- If you are under 18, maintain your approved accommodation, support and general welfare arrangements; and
- **Very important:** While you are in Australia, you must advise the College if you change your local address and/ or telephone number at any time. Immigration Department may wish to contact you directly for an interview and if you do not attend this interview, your visa may be cancelled and you may be deported from Australia.

## Who to contact

WHO	WHY	HOW
Imagine Education Australia	For policies and procedures that affect you	E-mail us at <a href="mailto:info@imagineeducation.com.au">info@imagineeducation.com.au</a> or visit our website at <a href="http://www.imagineeducation.com.au">www.imagineeducation.com.au</a>
Department of Education	For your ESOS rights and responsibilities	<a href="http://www.education.gov.au">www.education.gov.au</a>
Australian Department of Home Affairs	For visa matters	<a href="http://www.border.gov.au">www.border.gov.au</a> Phone 131 881 in Australia Contact the office in your country

## IMAGINE EDUCATION AUSTRALIA - STUDENT CODE OF CONDUCT

The College has a Code of Conduct that ensures the rights of students and College staff members are respected, regardless of their age, gender, religion, or the way they look and dress. Please read this code carefully and ask your teacher if you do not understand anything. Serious breaches of the Code of Conduct may result in your course being suspended without a refund.

### Conduct

Students are asked to come to class on time and to be polite to teachers and classmates. Your classmates come from many different parts of the world. We ask that you show respect for all your teachers and classmates, regardless of their age, gender, nationality, religion, or the way they look. This helps others to respect you and ensures a good reputation for your country!

Imagine Education Australia follows a strict course of action regarding illegal drug and alcohol issues and students face dismissal over the use or possession of such substances. Students under the age of 18 cannot smoke.

Imagine Education respects the rights of its students to study their chosen course without interruption and also expects that students will respect the College rules in turn. The College deplores bad behaviour, bad language, rudeness and bullying of any kind and aims to maintain a harmonious relationship among the student body. In cases where a student has been found guilty of serious misbehaviour, the College may take action to cancel the student's course and report him/ her to the Australian Immigration Authorities. In these cases, it is likely that the student's fees will not be refunded. Any action by the College to report a student is subject to the College's Complaints and Appeals process, described elsewhere in this document.

Below is the College's Code of Conduct and we ask you to read these carefully before you sign the Student Agreement.

### Imagine Education Australia's Code of Conduct

Imagine Education Australia respects the rights of its students and understands the pressures that students may face, living and studying in a new country. Our staff are always ready to help and we want to fix any problems before they become too serious.

In return, we expect our students to behave properly in the school and respect the wishes of College staff and their classmates at all times.

In particular, we ask you to refrain from doing any of the following:

- Deliberately disobeying a directive by a teacher or staff member;
- Being rude or continually disruptive in class;
- Assaulting another student, or bullying, or making threats against another student;
- Making sexist or racist comments;
- Harassment of another student or staff member;
- Stealing from the school or from another student;

- Deliberately damaging equipment, including computer programs and computer equipment;
- Placing themselves or another student or staff member of the College in danger, by committing a dangerous, thoughtless, or negligent act;
- Falsifying any documents issued by the college (e.g. attendance certificate or class roll);
- Failure to pay tuition and course related fees;
- Failure to maintain satisfactory course progression; and
- Failure to maintain satisfactory course attendance (ELICOS Courses).

Any of the above could result in your suspension from class and the cancellation of your course without refund. In addition, if you are found guilty of a serious criminal offence in Australia, such as stealing or assault, you may also be asked to leave the College.

### *Drug and Alcohol Use*

Imagine Education has a strict policy regarding illegal drug and alcohol use and students face dismissal over the use or possession of such substances.

Note: Under Australian law, students under the age of 18 cannot purchase alcohol, cigarettes or tobacco. It is also an offence to give alcohol to anyone under the age of 18.

### *Imagine Education Australia - Care and responsibility for students under 18 years of age*

Imagine Education has been accepting students who are under 18 years of age for a number of years and has set up documented procedures and mechanisms to guarantee their safety and well-being and ensure that they are placed in suitable and appropriate accommodation.

### *Bullying Policy*

Bullying of any kind will not be tolerated.

Imagine Education Australia strives to be a safe, caring school and we take bullying very seriously. Bullying can be described as “a wilful desire to hurt another person or put her/ him under stress” and “...its features often include repeated, hurtful behaviour”. If you feel that you are being bullied, or you see this type of behaviour, don't stay quiet. Tell someone!

Once a complaint has been investigated and established that there has been a case of bullying, the Course Coordinator and a student adviser will counsel the offending student. If the bullying continues a second counselling session will be arranged, but if after the second session the bullying persists the student will be suspended from class for a period of one day or up to one week. Continuous bullying may impact on a student's visa.

### *Academic misconduct*

At Imagine education students are expected to make every effort to provide original work, and will refrain from copying the work of others.

Plagiarism can be avoided by using accurate referencing. Plagiarism is using more than 10 per cent of a source.

Plagiarism has been defined as “the copying of sections of any published work without acknowledging the source”.

Cheating is defined as:

- Handing in someone else's work as your own (with or without the original authors knowledge);
- Allowing someone to hand up your work as his or her own;
- Several people writing an assignment and handing up multiple copies, all represented (implicitly or explicitly) as individual work;
- Using any part of someone else's work without proper acknowledgement; and
- Copying another student's work during exam conditions.

Academic misconduct means:

- Presentation of data with respect to laboratory work, field trips or other work that has been copied, falsified or in other ways obtained improperly;
- Inclusion of material in individual work that has involved significant assistance from another person, where such assistance is not permitted;

- Providing assistance to a student in the presentation of individual work, where such assistance is not permitted;
- Falsification or misrepresentation of academic records;
- Plagiarism, as defined above; and
- Other actions not covered by the above clauses that may be judged to be acts of academic misconduct.

### **Computing**

Imagine Education has an extensive computer network throughout the College for student use. These are located in the computer room. A wide variety of software is used to support the various areas of the curriculum. Students are encouraged to be creative in their use of technology for assignments and presentations.

To assist communication and research, all staff have individual email accounts and the internet is accessible from all workstations at the College.

### **Rules for the computer area:**

- 1) Please do not eat, drink or smoke in the computer area.
- 2) Please do not change any settings on your computer.
- 3) Tell a staff member if a computer doesn't work or is broken.
- 4) You can buy CDs and USB at the shopping centre.
- 5) Read and follow the instructions for Internet use on the door of the computer room. No rude or offensive sites are allowed.
- 6) If you want to print out, please ask for paper at the Student Services Desk.

## **HEALTH AND MEDICAL INFORMATION AND REQUIREMENTS**

All student visa holders must have Overseas Student Health Cover in addition to any personal health insurance they may already have. Please advise the College of any allergies or health ailments that may require medical attention.

For those students who have just arrived in Australia on a student visa on request, your Overseas Student Health Cover has already been paid on your behalf by Imagine Education. Medibank Private will send your membership card to the College. You do not have to wait for your card to arrive before you see a doctor.

### **Health Warning**

It is good to make friends and have fun, but remember that AIDS and other sexually transmitted diseases are present in Australia, the same as anywhere else. Precautions must always be taken. If you are an adult and are sexually active, always use a condom. Condoms can be bought from supermarkets, chemists, and vending machines.

### **Overseas Student Health Cover Policy**

Imagine Education Australia has policies and procedures in place to ensure that students holding a student visa are appropriately covered by Overseas Student Health Cover (OSHC) for the duration of their student visa.

For students aged 18 years and over, OSHC will be arranged from the visa grant date until the course end date. For students aged under 18, OSHC will be arranged from the visa grant date until the welfare end date as stipulated on the Confirmation of Appropriate Accommodation and Welfare Arrangements (CAAW) form.

At the time of issuing the initial Letter of Offer and invoice, the student's visa grant date is not known. Therefore, at the time of issuing the invoice the student will initially be charged OSHC for their enrolment period unless advised of a longer visa length.

Once the visa grant date is known to Imagine Education Australia, an additional invoice to cover any extra period will be generated and given to the student, with a copy sent to the Agent. This invoice must be paid either at school by the student or by Telegraphic Transfer through the Agent.

It is a requirement of the Australian Department of Home Affairs that students are covered for the entire duration of their student visa.

## **Imagine Education Australia Student Complaints and Appeals Policy**

---

At Imagine Education Australia, we always try to give you top quality teaching and personal care. If you are not happy with any aspect of your course, or the care you are receiving, we want to know. Don't worry if your English is not so good. We will give you every help with your enquiry.

### ***What to do if you have a problem***

If you have a problem (grievance) about the College, or any aspect of your course, or the accommodation that the College has arranged for you, you should in the first instance tell the Student Services Officer at the front desk. Alternatively, you may wish to make an appointment with the General Manager, or the College Counsellor. If these people cannot help you with your problem, they will arrange for you to see the College Principal.

### ***Your right to Appeal (Internal Appeals)***

If you are not happy with the College's decision, or the help you have received, you can lodge a formal appeal with the College Director. This formal appeal should be in writing.

### ***Your Right to Access an External Complaints and Appeals Body***

If your grievance still cannot be resolved by the above process, the College will arrange for your complaint to be heard by an external complaints and appeals body. This service is available through the Dispute Resolution Centre of the Department of Justice and the Attorney-General.

The Brisbane Dispute Resolution Centre is located on:

Brisbane Magistrate Court,  
Level 1, 363 George St,  
Brisbane 4000.

Contact details are:

Tel: Brisbane +61 7 3239 6007;

Fax: +61 7 3239 6284.

The College will arrange an appointment with either of the above organisations on your behalf and the process will be at minimal or no cost to you. All complaints must be made in writing.

NOTE: This policy is not applicable for User Choice, Certificate 3 Guarantee, and Higher Level Skill students.

### ***Nominating a support person***

International students may nominate a support person to accompany them at any stage of the dispute resolution process. Regardless of the procedures shown above, if you are still dissatisfied, you have the right to seek other legal remedies under Australian and Queensland Common Law. But we hope the problem will never get this serious and we will always do our best to help.

For International Students on Student Visas: If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

For Other Students: If you are concerned about the conduct of Imagine Education Australia you may contact the Australia Skills Quality Authority (ASQA). Complaints must be submitted online at <http://www.asqa.gov.au/complaints/making-a-complaint.html>. Information about how to make an online complaint is available at this site.

## **STUDENT GRIEVANCE (INTERNAL COMPLAINTS AND APPEALS) POLICY**

### ***Purpose***

To provide a fair, equitable, confidential and timely process for managing grievances lodged by domestic and international students of Imagine Education Australia.

## Policy

Imagine Education Australia recognises that all students have the right to lodge a grievance where they consider there are genuine grounds for doing so, and will address all grievances and complaints in a fair, equitable, confidential and timely manner, incorporating conflict management principles into all grievance processes.

The Imagine Education Australia Grievance and Dispute Resolution Policy and Procedure will be issued to all students prior to enrolment or before a contract is entered into, and again at orientation, or within 7 days of commencement of the course. All Imagine Education Australia employees will, in the course of their duties, refer any complainant to this document.

Students will be encouraged to discuss expectations and problems openly to avoid escalation of issues. Imagine Education Australia will ensure that the process for lodging and resolving grievances is easily accessible to students and not unduly complex. Teachers will be fully aware of the grievance process and will be committed to resolving any issues to the satisfaction of Imagine Education Australia and the student. In the event that an issue cannot be resolved internally, students will be advised of the appropriate legal body where they can seek further assistance.

Grievances will be processed in an appropriate timeframe and details kept confidential in accordance with the Privacy Act. All grievance interviews will be minuted. Disclosure of information will only occur if the grievance escalates to third party involvement, and Imagine Education Australia is legally required to provide information, or if permission is granted by the student to do so.

Imagine Education Australia will maintain a Grievance Register, where hard copies of documentation will be filed along with a summary of all grievances. Copies of relevant documents will also be kept on the student's file.

If an international student lodges a grievance, the student will be referred to the Student Liaison Officer for assistance. Imagine Education Australia will make every effort to ensure that disputes are resolved promptly taking into consideration the length of time the student will be residing in Australia on their student visa.

The Director-General of the Department of Education has the power to suspend or cancel the registration of Imagine Education Australia or a course if a breach of the requirements of registration provision is proved.

For International Students on Student Visas: If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

For Other Students: If you are concerned about the conduct of Imagine Education Australia you may contact the Australia Skills Quality Authority (ASQA). Complaints must be submitted online at <http://www.asqa.gov.au/complaints/making-a-complaint.html>. Information about how to make an online complaint is available at this site.

The dispute resolution process does not prevent a student from exercising the student's right to other legal remedies.

If a decision is made by Imagine Education Australia and the student is not satisfied with the grievance decision, they may appeal the decision.

## Procedure

1 If comfortable, the student approaches the person concerned to resolve the complaint or discusses the issue with the relevant teacher. The student may be accompanied and assisted by a support person at any relevant meeting if they so choose. Where an illegal act has occurred, the Academic Manager/Course Co-ordinator is notified immediately and the appropriate authorities contacted.

2 If the issue remains unresolved, notify Imagine Education Australia in writing of the grievance within 14 days after the discussion.

3 The Chief Executive Officer sends a Receipt of Grievance Letter to the student within 7 days. The student will be advised in the letter that the Student Liaison Officer will be available to manage their needs should assistance be required.

4 Grievance details are recorded in the Grievance Register.

5 The student is offered an interview within 10 working days of receipt of the grievance, and the choice of having their own witness present.

6 The Chief Executive Officer reviews the grievance and arranges for a suitable Imagine Education Australia representative and witness to attend the grievance interview.

7 The interview takes place and proceedings are minuted. The student receives a written statement of the outcome, including the reasons behind the outcome.

8 If the grievance is resolved at the interview, agreed action is taken and a confirmation letter sent to the student.

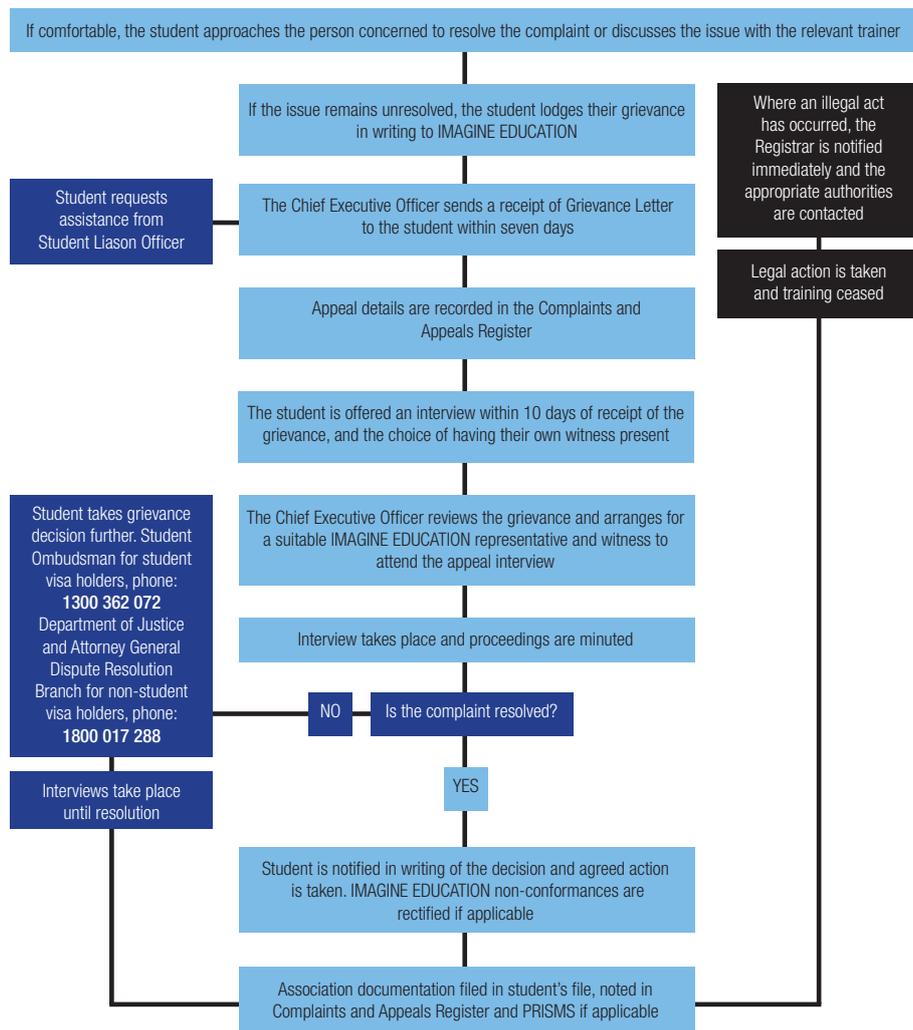
9 Associated documentation is filed in the students file and in the Grievance Register, and in PRISMS for international students, and agreed action taken.

10 If the grievance is not resolved internally, and the student wishes to take the matter further, Imagine Education Australia will arrange for independent mediation to resolve the dispute through the Overseas Students Ombudsman (ph 1300 362 072 ) for International students holding a student visa or for other students the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland and a toll free number of 1800 017 288 is available for students. At present there is no fee for this service however this is subject to change.

11 Further interviews take place as required until the matter is resolved.

12 Once resolved associated documentation is filed in the students file and in the Grievance Register, and the outcome noted in the register and in PRISMS for international students, and agreed action taken. If it is determined that the grievance was directly due to the actions of an employee or inadequate Imagine Education Australia policies or procedures, Imagine Education Australia will address non-conformances or adjust policies or procedures immediately.

## COMPLAINTS AND APPEALS FLOWCHART



## **ELICOS Course Attendance Policy/ Vocational Course Progress Policy**

All students are expected to attend every session. Students are asked to contact Student Services if they are going to be away from class. If you know that you will be away for any reason, please tell your teacher and Course Co-ordinator before you go. If you are absent from the College because you are sick, you should see your doctor or dentist and obtain a medical or dental certificate and give it to your teacher on your return to the College.

### **ELICOS Course Attendance Policy**

Students enrolled in ELICOS Courses are monitored in accordance with the student visa conditions relating to attendance.

All students must attend 80 per cent of their classes at Imagine Education Australia.

- If your attendance falls below 95 per cent a warning letter will be issued.  
If your attendance falls below 85 per cent a second warning letter will be issued.
- If your attendance falls below 80 per cent a Letter of Intention to Report will be issued. A student will have 20 days to appeal or show reasons of absence. This may result in the cancellation of your visa.

Remember – you must have an attendance of 80 per cent or more. It is your responsibility to come to class every day and to maintain your attendance. See the ELICOS Course Student Handbook for more information.

### **Vocational Course Progress Policy**

During the induction and orientation, students are informed of the student visa conditions relating to course progress. They are also informed that Imagine Education uses The National Code of Practice for Registration Authorities and Providers of Education and training to overseas students 2018 - Standard 8 in regards to course progress.

Imagine Education Australia will monitor, record and assess the course progress of each student for the vocational course in which they are currently enrolled. Each student's progress will be assessed at the end of each compulsory study period.

- A study period shall be defined as 10 weeks of study.
- Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50 per cent of the course requirements in that study period.

Course requirements for each compulsory training period shall be defined and made clear to the student at the start of each compulsory training period, on the individual student Training and Assessment Plan. All parties shall be able to identify when a student has not passed or demonstrated competency in 50 per cent or more of the course requirements.

## **INTERVENTION STRATEGY**

Imagine Education has an Intervention Strategy for any student who is not meeting the attendance (ELICOS) or not making satisfactory course progress (VET). It is available to staff and students in the Course Handbook and Staff Handbooks.

### **Visa Regulations**

Please contact the Australian Department of Home Affairs about your visa or other immigration matters (phone 131881) or your Educational Agent.

Their office is located at Ground Floor, 299 Adelaide Street, Brisbane, QLD, 4000.

Please note you MUST call the Australian Department of Home Affairs office first to make an appointment. Operating hours are: 9.00am to 4.00pm on Monday- Friday

### **Policy**

Imagine Education Australia provides the highest quality training for all students.

Domestic students who enroll in a government funded or School Based Traineeship (SBT), will be closely monitored for academic progress to ensure they are getting high quality training and to ensure that they will complete their studies in the designated time period.

## Course Progress Policy - Domestic Students

The following policy applies to Domestic students studying in government funded programs:

1. Students enrolling in a government funded program will complete the enrolment and application process with the Domestic Marketing Manager.
2. School Based Traineeship (SBT) students enrol in the program after testing for suitability to the industry, work experience and an evaluation by the Child Care Centre Director.
3. Suitable SBT applicants will be signed up for a school based traineeship with the student, the parents, Imagine Education Australia, a job provider, the School and the Child Care Centre all involved in the sign up process.
4. SBT students are required to:
  - a. Complete 375 hours of paid employment at a Child care centre (the Centre) over a 12 month period;
  - b. They must average 7.5 hours per week over a 3 month period
  - c. Submit 3 assessments every 2 months over the 12 month training period.
5. Other Government funded students need to be submitting an assessment each week to adhere to their training plan.
6. SBT Students will have an initial visit from the trainer to set up their training plan and discuss the expectations of the program.
7. SBT students will be visited twice per month for training in the centre.
8. The trainer, in conjunction with Domestic Sales Manager, will monitor SBT student progress on a weekly basis to ensure they are making academic progress.
9. Any SBT student that is not making academic progress as above at 4c, will be informed that they need to catch up with their assessments, and will need to do extra work during school hours to catch up on their assessments.
10. The student, School ILO, and the centre will be informed of this in writing if the student has fallen behind in their assessments.
11. The trainer is to follow up with the school the following week to see that time was allocated for the student during school hours to catch up with their work, and the details are recorded in the students file.
12. For SBT students, the trainer, in conjunction with Domestic Sales Manager will forward a monthly report to the school ILO.
13. Any government funded student who falls two weeks behind in submitting assessments, will be emailed a letter from the trainer advising that they are falling behind in their work and they have 7 days to contact the trainer to discuss their progress, or their course will be cancelled.
14. All new students, government funded and SBT, will have their name added to the Domestic Student Progress spreadsheet.
15. Trainers to complete Training Verification Records and submit to SSO who forwards to compliance for checking.
16. Once approved by Compliance, TVR is returned to SSO who forwards to DEO for processing to Domestic Enrolments Officer who enters data into the monitoring spreadsheet
17. Domestic Sales Manager, and trainers to monitor progress and report to General Manager on a Monthly basis.

## Course Variations

---

Students wishing to change their course of study are required to complete the relevant application forms which are available on our website or from Student Services. Fees may apply. Changes may impact on the student visa.

### Course Change

Students wishing to change their course of study are required to complete an APPLICATION TO CHANGE COURSE form and a new Application Form which is available from Student Services. Changes to Courses require CoE processing and will incur a fee. This fee will be added to their Student Account upon approval.

## TRANSFER BETWEEN PROVIDERS

Persons seeking admission to courses offered by Imagine Education Australia, who hold a student visa granted for a course/s at another training provider, must have a release recorded in PRISMS by the registered provider if

they have not completed 6 months of their Principal Course. If the person is under the age of 18, there is written evidence that the student's parent or legal guardian supports the transfer and Imagine Education Australia has put arrangements in place for approving a student's accommodation, support and general welfare arrangement.

A Confirmation of Enrolment (COE) will only be issued to a person who seeks to transfer their enrolment to Imagine Education Australia within the six months of the Principal Course where;

1. The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered;
2. The original registered provider has granted and recorded a release in PRISMS;
3. The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; or
4. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

### *International Change of Provider from Imagine Education Australia:*

All International students who are wishing to transfer provider may be required to provide the new intended College with evidence from Imagine Education Australia that the release has been granted.

### *Release to Transfer*

A Letter of Release is not required if:

- a student has completed more than six (6) months of his/her Principal Course for which the visa has been granted before seeking to transfer to another provider.
- A student wishes to transfer to another education provider outside Australia

In this case, students need only complete a Course Withdrawal Form.

A Release to Transfer is required if

- a student has not completed six (6) months of his/her Principal Course of study for which the visa was granted and would like to transfer to another education provider.

The other provider may issue a Letter of Offer for a place in their program but it may not enrol them without receiving evidence that the release to transfer has been granted from Imagine Education Australia. The 6 months starts on the first study day of the student's Principal.

For the full "International Change of Provider Policy and Procedure" visit [www.imagineeducation.com.au/documents/policies](http://www.imagineeducation.com.au/documents/policies)

## **DEFERRING, SUSPENDING, OR CANCELLATION OF ENROLMENT**

A student may only apply to defer his/her studies on the grounds of illness, evidence by a doctor's certificate, compassionate or compelling circumstances on grounds beyond the control of the student or misbehaviour by the student.

Students must apply to their education provider for deferral of their studies and in doing so acknowledge the provider may choose to grant or decline any such request. Applications to Defer the Start Date of the Course, Temporarily Suspend and Withdraw are available on the Image Education website.

To "defer" an enrolment means to postpone the start date of that enrolment.

Only the students can initiate a deferral of their course start date.

To "suspend" an enrolment means to temporarily put the student's studies on hold, (adjourn, delay, postpone) after the student has commenced studying in the course in which the student is currently enrolled.

The College notifies the Australian Government through the PRISMS system of the deferment or suspension of enrolment.

Suspension or cancellation of enrolment could be initiated by either the student or the College.

### *Assessment of the Grounds for Deferment or Temporary Suspension:*

The College can only approve a deferral, or temporarily suspension of a student enrolment on the following grounds:

- (a) Compassionate or compelling circumstances; or
- (b) Misbehaviour by the student.

- (a) Compassionate or compelling circumstances could include, (but are not limited to):
- Serious illness or injury, supported by a medical certificate;
  - Bereavement of a close family member (where possible, supported by a death certificate);
  - Major disaster or political upheaval in home country; and
  - Traumatic incident - e.g. the victim of a serious crime etc. (where possible, supported by a Police, or Psychologist's report).
- (b) Misbehaviour could include, (but is not limited to):
- Deliberately disruptive/rude to a point where the behavior seriously interrupts the class;
  - Deliberately disobeying a lawful directive by a teacher or staff member;
  - Assaulting another student, or making serious threats against another student;
  - Stealing from the school or another student;
  - Deliberately damaging school equipment;
  - Being found guilty of a serious criminal offence in Australia; and
  - Deliberately falsifying any documents issued by the College (e.g. Attendance Certificate, or Class roll).

Another possibility for suspension or cancellation could be extenuating circumstances where:

- The student goes missing without explanation;
- Has medical concerns (e.g. severe depression);
- Is at risk of endangering himself or others; and
- Is at risk of committing a criminal offence.

Extenuating circumstances will need to be supported by appropriate evidence.

Under the terms and conditions of the Australian student visa, there are limited ways in which Imagine Education can agree to a deferment resulting in a suspension or prolongation of the student's enrolled course. "Compassionate or compelling circumstances" could be one reason for the deferment. Compassionate or compelling circumstances could include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel;
- A significant traumatic experience;
- Imagine Education Australia is unable to offer a pre-requisite unit;
- Inability to begin studying on the course commencement date due to delay in receiving a student visa;
- The student's behaviour is unacceptable as defined by the Imagine Education Australia Student Code of Conduct; or
- Failure to pay tuition fees.

In every case, written proof of the reason should be submitted to the College. Students requesting a deferment on the above grounds should submit their request in writing to the Student Services Officer. Any decision of the College to refuse the request is subject to Imagine's Student Complaints and Appeals Policy. Should a student have his/ her enrolment suspended or cancelled, the student is allowed 20 days in which to access the Imagine Education complaints and appeals procedures.

After 20 days, Imagine Education is obliged to notify the Australian Government and in doing so, the student's visa conditions may be affected.

Students wishing to defer their Course Start Date to a later date:

Unless sufficient notice is given, this deferment will result in a financial penalty (see the appropriate section of the College's Refund Policy.) Failure to attend orientation or defer start date may result in the student being reported to Secretary and TPS Director under section 47A of the ESOS Act as a student default five business days after the start date.

### **Course Cancellations at Student's request**

This is also covered by the College's Refund Policy (see previously). If a course is cancelled by the student, the College must report the fact to Australian Immigration Authorities and this will affect your student visa. Usually, no refund is given once the student has commenced his/ her course but this is also subject to the College's Complaints and Appeals process.

Cancellation of a Student's course by the College as a Result of a Student's misbehaviour.

Again this is covered in previous sections of this document (see College Code of Conduct and Refund Policy) and is subject to the provisions of the College's Complaints and Appeals process.

## Student Services

---

Our friendly staff at Student Services can provide you with information regarding a range of services available to you to help you settle in and transition to life and study on the Gold Coast. These include advice on legal services, emergency and health services, facilities and resources, counselling services, homestay, and accommodation services here at the college.

### IMAGINE EDUCATION'S WEBSITES

You can access Imagine Education's International Website at [www.imagineeducation.com.au](http://www.imagineeducation.com.au)

You can access Imagine Education's Domestic Website at [www.imagineeducation.edu.au](http://www.imagineeducation.edu.au)

### COUNSELLING

The staff and teachers of Imagine Education are here to provide help and counselling with problems related to your course and with any other personal problems you might encounter during your stay here. To make an appointment please do so at Student Services. The following services are available:

- The Staff at Student Services will be happy to show you where to find things around the College and answer any questions you have about life in Australia.
- Your Class Teacher will answer any questions about your class or your course of study. If your problem can't be solved by the teacher, you will be referred to the Campus General Manager.
- The College Homestay Coordinator will answer any questions about Homestay and other types of accommodation available on the Gold Coast. Ask for the Homestay Coordinator at Student Services.
- Counselling services: we provide student counselling services to all our students if required. David Nowland is our qualified student counsellor, and students can make appointments to receive career or personal counselling sessions.
- Academic counselling is available from your Class Teacher.
- Advice and information about further education studies in Australia is available by making an appointment through Student Services.

Other community based counselling services include:

#### *Lifeline - Child, Youth, and Family Counselling*

24 hour telephone counselling is available. Face to face counselling is available by appointment. Counselling support is provided for couples, families & individuals suffering crisis & emotional distress.  
Phone : 13 11 14 Web: [www.lccq.org.au](http://www.lccq.org.au)

#### *Relationships Australia (Relationship Counselling and Gambling Help)*

Addiction, Financial & Family Relationship counselling & Mediation is available to everyone.  
Phone: 1300 364 277 Web: [www.relationships.com.au](http://www.relationships.com.au)

#### *Salvation Army*

Offering support and counselling. Phone: 1300 36 36 22

#### *Kids Helpline*

Offering a counselling service specifically for young people aged between 5 and 25.  
Phone: 1800 55 1800

#### *Beyond Blue*

Offering information and support to help everyone achieve their best mental health.  
Phone: 1300 22 4636 [www.beyondblue.org.au](http://www.beyondblue.org.au)

#### *MensLine Australia*

Offering support, information and referral service, helping men to deal with relationship problems in a practical and effective way.  
Phone: 1300 78 99 78

### BANKING

To open a bank account you will need to show your passport at the Bank. You don't need a large amount of money to open a bank account in Australia. Banks are open 9:30am to 4:00pm Monday to Thursday and 9:30am to 5:00pm on Friday. Automatic Teller Machines (ATMs) are everywhere on the Gold Coast and you can use them 24 hours per day. Remember to CLOSE your bank account before you return to your home country.

## **HOMESTAY AND ACCOMMODATION SERVICES**

Please talk to our Homestay Coordinator about homestay and accommodation services. The Fee Schedule for homestay is available in our Application for Enrolment Form on our website.

### *Homestay students under 18 years of age*

If you are under 18 years of age and have been placed in the College's Homestay program, the College is responsible for you and there are strict rules that must be followed. This is a condition of your Australian Student visa.

You will be interviewed by the College's Homestay Coordinator on arrival and the rules will be explained to you. In particular, you must tell the homestay parents where you are at all times, the same as you would with your own family.

## **TRANSLATING AND INTERPRETING SERVICE (TIS)**

The Australian Department of Home Affairs provides the TIS National interpreting service for people who do not speak English and for the English speakers who need to communicate with them. TIS National has more than 30 years of experience in the interpreting industry, and has access to over 1300 contracted interpreters across Australia, speaking more than 120 languages and dialects. TIS National is available 24 hours a day, seven days a week for any person or organisation in Australia requiring interpreting services.

Phone: 131 450

Web: <http://www.border.gov.au/trav/life/help>

## **HEALTH AND EMERGENCY SERVICES/ VISA MATTERS/ LEGAL SERVICES/ AND COUNSELLING SERVICES**

### *Poisons Information Centre*

Ring for information 24 hours a day. Phone: 13 11 26

### *Ambulance/ Fire Brigade/ Police*

000 (triple zero) phone number is to be used in an EMERGENCY ONLY for those who find they are in need of an Ambulance, Fire Brigade or Police immediately in sudden, distressing circumstances. Phone: 000

### *Gold Coast University Hospital*

1 Hospital Boulevard, Southport. Phone 1300 744 284

### *Robina Hospital*

Crn Bayberry Lane and Robina Town Centre Drive, Robina. Phone: 5668 6000

### *Tweed Hospital and Community Health Services*

Cnr Florence & Powell Streets Tweed Heads 2485

Emergency Phone: 5506 7416; Community Health: 5519 8242

### *Mater Hospital (public)*

Raymond Terrace, South Brisbane. Phone 3163 8111

### *Mater Private Hospital*

301 Vulture Street, South Brisbane. Phone 3163 8111

### *Pindara Private Hospital Ramsey Health*

Allchurch Ave Benowa 4217. Phone: 5588 9888

### *Emergency Dental*

Gold Coast Oral Health Service, 12 Short Street Southport. Phone: 1300 300 850

Leichhardt Street Dental, 170 Leichhardt Street Spring Hill. Phone: 07 3839 7279

Other Gold Coast and Brisbane services can be found at:

<http://www.goldcoast.com.au/essential-gold-coast-services> and <https://www.qld.gov.au/emergency>

### *Visa Matters*

You can talk to the Australian Department of Home Affairs about your visa or other immigration matters.

Ground Floor, 299 Adelaide Street, Brisbane, QLD, 4000. Phone 13 18 81

Please note that you must call the Australian Department of Home Affairs office first to make an appointment.

Operating hours are: 9:00am to 4:00pm, Monday - Friday

## Legal Services

A free legal service is available at:

Legal Aid Queensland  
1st Floor/ 100 Scarborough Street, Southport 4215

Phone: 1300 651188

## Course fees, refunds and other financial issues

---

### Fee Payment

It is a condition of your enrolment that fees remain paid in advance. If you have not paid fees in full prior to commencement, you will need to pay the outstanding balance at orientation upon commencement.

Payment plans are available for eligible students who have an Australian bank account. Non-tuition fees are to be paid in advance, therefore cannot be added to a payment plan. Please contact your Agent or Imagine Education Australia for further information. CONDITIONS APPLY.

Imagine Education Australia extends to students the option of using Ezi Debit to pay for tuition fees by making regular weekly, fortnightly or monthly repayments. Students wishing to use this option must honour all payments set up on their Ezi Debit form.

Any unforeseen shortfalls on deposits due to bank transfer fees will be payable on orientation. Minimum payment required to obtain a CoE for your course are outlined in your Letter of Offer / Student Agreement.

Fees can be paid to Imagine Education Australia in the following ways:

- 1) Directly to the authorised agent in your country;
- 2) By Credit Card to Imagine Education: Please note that credit card payments incur 1.5% surcharge (3% for AMEX) on all transactions;
- 3) By Bank Cheque: Cheques should be made payable to Imagine Education Australia Pty Ltd;
- 4) By Telegraphic Transfer (TT): payment can be made by TT through your financial institution to Australian bank account below:

#### **BANK TRANSFER banking details:**

Bank Name: Westpac

Branch: 19 Scarborough Street Southport QLD 4215

Branch Number (BSB): 034-215

Account Number: 504201

Swift Number: WPACAU2S

Account Name: Imagine Education Australia Pty Ltd

Transfer Description: Your full name and DOB (date of birth) or Student ID number

Please note all fees are in Australian Dollars. Imagine Education Australia reserves the right to change its fees at any time. All fees are inclusive of GST where applicable.

### Payment of Fees

- A comprehensive fee schedule is available on our website.
- Fees are to be paid in advance.
- Please note all payment options are listed on your Letter of Offer.
- Alternative arrangements may be made on application at orientation.
- Policies and procedures are in place regarding refunds. These are outlined in the Imagine Education refund Policy.

### For student visa students only:

For courses longer than 30 weeks, only 50% of tuition fees is payable prior to commencement of your course, unless you or the person responsible for paying the fees have chosen to pay more than 50% of the total tuition fee.

In order to obtain a CoE for Visa purposes, students must pay the minimum payment required listed on their Letter of Offer.

## Non-Payment of Fees

If a scheduled payment is not received by Imagine Education Australia, the student will receive notification by telephone and e-mail and will be advised they have five working days to make up that payment. If payment is not received within five working days, the student will be deemed to be in breach of the Code of Conduct, and will be issued with a Letter of Intention to Cancel for Non-Payment of Fees. The student will have 20 days to appeal this decision. Any CoE attached to the student's course will be cancelled, subject to the outcome of any appeal. No refund of fees already paid by the student will be made.

## Refund Policy and Procedure - International Students

---

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

- (i) in the case where a student is enrolled in a single course, the allocated starting date for that course, as set out in the letter of offer to the student;
- (ii) in the case where a student is enrolled in a package of courses at any given time, the allocated starting date for the first course in that package of courses, as set out in the letter of offer to the student.

1. Full Refund of Tuition Fees if Visa is refused by Immigration Prior to Date of Commencement: A full refund of tuition fees will be made where a student's visa application is refused by Immigration Department and the student has not commenced their course. In this case, written proof of refusal must accompany the request for refund. The Enrolment Fee will not be refunded, nor will the Homestay Arrangement Fee if homestay has already been arranged. Homestay accommodation and airport greeting fees will be refunded in full. The refund will be made within 28 days of receipt of the notification (with proof).

2. Unused Tuition fees refund if Visa is refused by Immigration after Date of Commencement: A full refund of unused tuition fees will be made where a student's visa application is refused by Immigration Department. Imagine Education Australia will calculate this fee by using the legislative instrument under subsection of 47(E) (4) of the ESOS Act. In this case, written proof of refusal must accompany the request for refund. The Enrolment Fee will not be refunded, nor will the Homestay Arrangement Fee if homestay has already been arranged. Unused Homestay accommodation will be refunded in full. The refund will be made within 28 days of receipt of the notification (with proof).

3. Student Defers Course prior to the Date of Course Commencement: Students must start their course on their allocated starting date except in exceptional circumstances. Students who wish to defer their course start date must give at least one week's written notice. If less than one week's notice is given, Imagine will charge the student one week's tuition fee. Students who do not arrive on the designated start date and have not given notice, will automatically be charged one week's tuition fee.

Students who do not commence on their designated start date, are cancelled and then wish to re-enrol will be charged a re-enrolment fee of \$250 and also will be charged course fees as per the current course fee schedule. Any previous discount will not be applied.

Students who submit an application to defer their start date and then withdraw from the course, there will be no refund.

4. Student Cancels an Enrolment prior to the Date of Commencement: Where a student cancels his/her enrolment prior to the date of commencement, the following policy will apply:

- i. Written notice at least 4 weeks prior to the Date of Commencement – Full Refund of Tuition fees.
- ii. Written notice less than four weeks prior to the Date of Commencement- Cancellation charge equal to 4 weeks tuition applies.

Enrolment Fee and Homestay Arrangement Fees will not be refunded if course is cancelled. The balance of Tuition Fees, plus any homestay accommodation and Airport Greeting fee paid in advance will be refunded within 28 days of the written request.

For the avoidance of doubt, except in the case of compassionate or compelling circumstances (in Imagine Education Australia's discretion), in the case where a student is enrolled in a package of courses, no refund of any kind (including without limitation deposits or fees paid in connection subsequent courses in the package of courses) will be given where a student withdraws or cancels their enrolment without giving at least 4 weeks' written notice prior to the Date of Commencement.

5. Cancellations/Withdrawals after the Date of Commencement No refunds of any kind will be made after the date of commencement, unless the participant has a legitimate complaint against the College that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia, or the State of

Queensland. If students on a payment plan withdraw once their enrolment has commenced, they will be liable for all tuition fees due as per signed payment plan agreement.

6. Transfers of Course fees between courses at Imagine: Course funds are transferable to other courses within Imagine Education at the discretion of the Principal. Imagine Education Australia will use the legislative instrument under subsection of 47(E)(4) of the ESOS act to determine fees transferable.
7. Homestay Accommodation Cancellation.
  - i. Before Student arrives in Australia: If 4 weeks written notice is given – full refund. Less than 4 week's notice – a cancellation charge equal to 2 weeks rent will apply. No refund of Homestay placement fee if homestay has already been booked.
  - ii. After Course commencement: - at least 2 week's notice must be given, or a cancellation charge equal to 2 weeks rent will apply.
8. Airport Greeting Fee Cancellation: No refund of Airport Greeting fee if student fails to notify Imagine Education of their flight details, or makes any change to details 48 hours prior to their scheduled arrival time.
9. Course Cancelled due to Student Misbehaviour or non-observance of Government Regulations: If a student is dismissed from a program for unsatisfactory attendance or behaviour, or the student's studies are terminated as a result of a breach of Government (visa etc) regulations, no refund of fees will be made.
10. Exceptional Circumstances: Deferment of a Course of Study for an Existing Student: Where a student is unable to continue his or her studies for reasons deemed by the College to be to be "exceptional circumstances," (eg. illness or death of a close relative, backed up by documentary proof), the student will not be entitled to a refund but may apply for a deferment. Course deferments can be scheduled for any date in the future so that students are able to resume their studies at a time convenient to them.

Note:

  - i. Course deferments cannot be converted to cash refunds under any circumstances.
  - ii. The College does not offer a deferment, or transfer pre-paid fees to another person.
11. Requests for a Refund: Requests for refund should be made in writing and forwarded to Student Services. An acknowledgement of the request will be sent immediately to the email address nominated in the request, or the last known address held on file for that student. If the refund request is approved, payment will be made either in the form of a cheque made out in Australian dollars (AUD) to the enrolled Student, or by overseas transfer. If the payment was made by credit card the payment will be refunded to the credit card payment was made. The refund will be paid directly to the person who entered into the contract with the College, unless that person gives a written direction to the College to pay someone else except in the case of credit card refunds. Refund cheques will be posted to the nominated address, or made available for collection from Administration. All refunds will be processed and paid within four (4) weeks (28 days) of the receipt of the written request. Note: If the refund payment requires an international bank transfer, a \$40 transfer fee will apply.
12. Corporate Clients: Where a Corporate Client has enrolled a student to study as part of their employment, no refund of fees will be granted where a student leaves his/her employment and/or does not complete, or fails to attend the course.
13. Rights of International Students in Refund Disputes: In the case of a dispute over a refund, international students may access the College's Disputes and Appeals process and nominate a support person to accompany them at any stage of the dispute resolution process. If necessary, the College can also arrange an external mediator to help settle the dispute. This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
14. Provider Default: In the unlikely event of Imagine Education not being able to provide a course for an enrolled student, all fees, including the Enrolment Fee, Airport Greeting Fee and Homestay Arrangement fee as determined by the legislative instrument under subsection of 47 (E) (4) ESOS Act will be refunded to the student within 14 days.
15. Payments to Agents Representing the College: The college cannot be responsible for the refund of any consultation etc. payments made by the student to Education or Travel Agents. This is a separate contract between the student and the Agent.

Notwithstanding any other provision of this policy, refunds shall at all times be subject to the governing provisions of the Education Services for Overseas Students Act 2000 (Cth) and Education Services for Overseas Students (Calculation of Refund) Specification 2014 (Cth) as amended.
16. Payments made by credit card will only be refunded to the same credit card. The student / agent is responsible for providing payment details. Under no circumstances is Imagine Education Australia refunding a bank account when payment was made using a credit card.

## Refund Policy - Domestic Students

---

**This policy applies to Certificate 3 Guarantee and Higher Level Skills funded domestic students.**

If a student cancels or withdraws from their course prior to the completion of the course, they are eligible for a refund of the student contribution fee for any units they have not commenced. This is calculated by totaling all the unit student contribution fees for any non-commenced units.

To receive the refund, students are required to complete a refund application form, which is located on the website. All refunds are processed within 28 days of receipt of the refund request.

### *What happens if Imagine Education cannot deliver the course in which you have enrolled?*

In the unlikely event that Imagine cannot provide the course which you have enrolled in and paid for, the College will refund all fees paid, (including the Enrolment Fee and Homestay Arrangement Fee), within two weeks of the day that the course ceased. Under the provisions of the ESOS Act, Imagine Education is also a member of the Tuition Protection Service. This means that if Imagine is at any time unable to refund course money, or offer you a place in an alternative course, the Secretary and TPD Director will be notified and the Tuition Protection Service will place you in a suitable course with another registered provider at no cost to you. If the Tuition Protection Service cannot find a suitable course or provider to place you with, the Tuition Protection Service will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Tuition Protection Service.

This means that if you are studying on an Australian student visa, your course money is safe and in all circumstances, you are assured of either getting the course you paid for, or a refund of your fees.

### **POSSIBLE ADDITIONAL FEES - SCHOOL AGE DEPENDENTS**

Students should consider the extra expenses and difficulties associated with bringing their families with them to Australia. Dependents of international students attending government primary and secondary schools in Australia are required to pay tuition fees. For more information about school aged dependants, including school fees that may be incurred See: [www.immi.gov.au](http://www.immi.gov.au)

Should the student be accompanied by school age dependents, the student must accept responsibility for any primary or secondary school fees. The dependents are not eligible to attend government schools free of charge.

### **PROVISION OF LANGUAGE ASSISTANCE TO STUDENTS WHO ARE FALLING BEHIND IN THEIR STUDIES**

While Imagine has strict English language entry requirements for Vocational courses, it recognises the possibility of differences in the English competence of individual students. Students' needs are determined at the initial student interview and reviewed throughout the length of the program of study. If you feel you need additional help with English at any time during your vocational course, please tell your teacher or Program Coordinator who will then arrange appropriate support. This may consist of additional self-learning programs using our English Language resources, or English coaching. English coaching may attract additional fees depending on how much help is required. Vocational students who are found to have seriously inadequate English skills and who can't be helped in this way, may not be allowed to continue in the program and may have to undertake a full-time refresher English course at Imagine Education. This will of course, attract additional fees.