

HEADMASTERS **BEAUTY**MASTERS **FASHION**MASTERS

Information for Intending Students

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Contact Details

Melbourne Campus

Address: 185 Spring Street, Melbourne, Victoria 3000
Telephone: 03 9945 9522
Facsimile: 03 9662 2083
E-mail: info@headmasters.com.au
24 hour contact: 0413 750 066

RTO Provider No: 4639

CRICOS Provider Code: 01859G

Headmasters Academy Pty Ltd

T/A Headmasters Advanced Academy Training

T/A Beautymasters

T/A Fashionmasters

Courses Available at Headmasters

Vocational Programs

Certificate II in Salon Assistant (SHB20216)
Certificate II in Nail Technology (SIB20210) (Domestic Students Only)
Certificate II in Retail Makeup & Skin Care (SIB20110) (Domestic Students Only)
Certificate III in Hairdressing (SHB30416)
Certificate III in Barbering (SHB30516)
Certificate III in Beauty Services (SHB30115) (Domestic Students Only)
Certificate IV in Hairdressing (SHB40216)
Certificate IV in Applied Fashion Design & Merchandising (MST40516)
Certificate IV in Training & Assessment (TAE40110) (Domestic Students Only)
Certificate IV in Beauty Therapy (SHB40115)
Diploma of Applied Fashion Design & Merchandising (MST50116)
Advanced Diploma of Applied Fashion Design & Merchandising (MST60116)
Diploma of Beauty Therapy (SHB50115)
Diploma of Salon Management (SHB50216)
Diploma of Screen and Media (CUA51015)
Diploma of Retail Management (SIR50112)

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Entrance Requirements

Vocational Programs (VET)

English Language Proficiency (International students only);

- ➔ Upper Intermediate or equivalent
- ➔ IELTS 5.5

Academic Requirements

- ➔ Certificate III level courses require completion of Year 9 for local students, for international students see table below.
- ➔ Certificate IV level courses require completion of Year 11 or the overseas equivalent (see table below)
- ➔ Diploma level courses require completion of Year 12 or the overseas equivalent (see table below)

Pre-Training Review

All students will be required to attend an interview at Headmasters to determine suitability for the chosen course. All students will be required to participate in a language and numeracy assessment.

	Admission Requirements - Vocational Programs	
Country	Certificate III & Certificate IV	Diploma
Australia	Cert III - Completion of Year 9 CertIV – Completion of Year 11	Completion of Year 12
Korea	High School Leaving Certificate	High School Leaving Certificate
Nepal, Pakistan, Bangladesh	Completion of Senior School Certificate	Completion of Higher School Certificate
Singapore, Brunei	Completion of the GCE 'O' Levels	Completion of the GCE 'A' Levels
Sri Lanka	Completion of the GCE 'O' Levels	Completion of the GCE 'A' Levels
China, Taiwan, Macau	Successful completion of Senior Middle 3 or very good Senior Middle 2	Successful completion of Senior Middle '3' with B grades in 4 academic subjects
Hong Kong	Completion of the HKCEE	Completion of the HKALE
Thailand	Completion of Matayom 5	Completion of Matayom 6
India	Completion of Senior School Certificate	Completion of Senior School Certificate with a grade average of 55%
Indonesia	Completion of SMU II	Completion of SMU III
Japan	Completion of Kotogakko Year 2	High School Graduation

General Entrance Requirements for International Students

In addition to the specific requirements for each course as determined above international students must also meet the following requirements.

The student is bona fide or genuine student who:

- Seeks temporary entry to Australia and will abide by visa conditions;
- Is a genuine applicant for entry and stay in Australia as a student;
- Is of good character;
- Is of sound health;
- Has sufficient funds to support themselves and members of their family unit in Australia, for the duration of their course;
- Is willing to pay overseas student health cover.

Students from some countries may need to undergo a Pre-Visa assessment before they forward tuition fees. Headmasters Academy is unable to confirm an offer to such students without a PVA.

At the time of enrolment it is imperative that the student provides documentation to prove that the student meets Academy's Entry Requirements and the General Conditions as stated above.

Students will be asked for documentation to prove or verify

- English level relevant to their proposed program of study;
- Academic entry requirement;
- If the student has studied in Australia previously they must have:
 - Proof that they have met the previous course requirements;
 - A satisfactory attendance certificate for the duration of their study;
 - Evidence that all fees were paid for that course.
- If the student has not completed the previous course studied in Australia a release letter must be obtained from the previous provider;
- The student falls within DIBP (The Department of Immigration and Border Protection) guidelines for onshore students and the appropriate visa conditions;
- The student has read and understands Academy's terms and conditions of enrolment.

Modes of Study and Assessment Methods

Vocational Education

Certificate and Diploma programs at Headmasters Academy are available to international students in the full-time mode only. It is the responsibility of each student to complete their course within the expected duration as stated in their eCOE. To do this, a student will be required to enrol in full time studies and repeat any module/subjects previously failed. A reduced enrolment load may be allowed only in limited, compelling and compassionate circumstances or as a result of an intervention strategy which the student and Headmasters Academy have agreed upon.

Courses are delivered using interactive methods. Students are expected to participate in all activities in the classroom. Many of these will simulate a workplace so that the student gains knowledge and skill ready for employment. Hairdressing classes require students to undertake work-based training at the Headmasters Salon and be assessed in the workplace.

Students are assessed throughout the course using a range of assessment tools, which will include class exercises, assignments, case studies, examinations, demonstrations, interviews, role-plays, written tests, questioning, scenario, problem solving and observations.

Complaints, Appeals and Disputes

Policy

In order to give the student an opportunity to have complaints, appeals and disputes heard and resolved according to the principles of natural justice, Headmasters Academy has established a fair, objective, informal and accessible dispute resolution procedure.

It is the policy that any grievance lodged by a student will be resolved as swiftly as possible with fairness and equity to all concerned and at no cost to the student.

Procedures

- ➔ *Lodging a complaint*
- ➔ This procedure is to be used for the lodgment of complaints of a general or specific nature initiated by the student. An example of such a complaint may be where a student is dissatisfied with an aspect of course or delivery of the course; or wishes to lodge a complaint regarding a staff member of the Academy.
- ➔ Any student wishing to notify a grievance should lodge the complaint with the Campus Director. Following the initial interview, and if the issue raised by the student cannot be solved by an informal process of discussion and resolution, details of the student's complaint are to be recorded on the Academy grievance form and signed by the student and the Director. The complaints process is to begin within ten working days of formal lodgment and the outcome to be conveyed to the student in writing.
- ➔ If the student is unhappy with the decision he/she has the right to appeal to the Directors. The appeal must be in writing and received within 20 working days of the decision being appealed against.
- ➔ Depending on the nature of the complaint the appeal process may require a meeting of the parties involved. The appeals process will commence within 10 working days of the receipt of the written formal lodgment of appeal of the decision and the student will be provided with a written statement outlining the outcome of the appeal and giving reasons for the decision.

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- If the grievance is still not resolved it may be taken to an appropriate external and independent authority.
- If the student's complaint is upheld Headmasters Academy will take immediate action to remedy the situation depending on the type of complaint.
- At each stage in the grievance procedure student will be given every opportunity to present his/her case and to be accompanied by a representative of his/her choice.

- *Lodging an appeal*
- This procedure is to be used when a student disputes or disagrees with a decision made by the Institute in relation to the particular student. An example of such an appeal may be when the Institute has written to the student advising of a decision regarding his/her enrolment status. The student has 20 working days from the date of the letter to initiate an appeal.
- Upon receiving a notice of appeal the Academy will acknowledge the student's appeal and inform the student of the progress of the appeal. Every attempt will be made to resolve the dispute within 20 working days. Where this is not possible due to the nature of the appeal the student will be kept informed as to the progress of the matter.
- The student will be provided with a written statement outlining the outcome of the appeal and giving reasons for the decision.
- If the student is not satisfied with the outcome of the appeal s/he may lodge an external appeal or complaint with third party.
- Overseas students may 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 or phone 1300 362 072 for more information.
- Local students may contact Leadr. Leadr is a national association of dispute resolvers. Leadr is contactable by phone (free call) on 1800 651 650 or by email to leadr@leadr.com.au. Students who wish to contact LEADR should request information regarding costs at the time of the appeal. Information can be gained from Student Services.
- The student's enrolment will typically remain active throughout the appeals process. That is, the enrolment or COE will not be cancelled while there is an ongoing appeals procedure. However, Headmasters Academy reserves the right to restrict access to study opportunities should it deem it appropriate.
- At any time throughout the grievance resolution process the student may have present at any or all discussions a representative of their choosing. Headmasters Academy grievance procedures do not circumscribe the student's right to pursue other legal remedies.
- For Grievance Procedures relating to VET Student Loans please visit the website

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Facilities

Headmasters is located in the central business district. All classrooms are air-conditioned and modern, with up to date facilities and resources available to students. Dedicated areas for practical classes in hair, beauty, fashion and makeup are provided for students throughout their training.

Resource Centre

Equipped with excellent selections of textbooks, tapes and videos, magazines and periodicals, newspapers and student photocopy facilities. Computer facilities are open to students from 8:00 am until 6:00 pm Monday to Friday.

Computer Networks

The campus has industrial-strength wireless networks available to staff and students. A secure 802.1A RADIUS authenticated wireless network is available.

Internet access is available via a 20MB DSL Content Filtered Link

Student Access

Printing facilities are available to students via a Centralised Print Quote System.

Headmasters has increasingly shifted to a wireless environment in recent years and whilst fixed line computers are available, it is expected that students will have a portable device e.g. laptop or iPad, with them at all times. A senior IT specialist oversees the ICT environment and dedicated IT support specialists are available on campus. Wireless connectivity is of paramount importance to the academy's ICT environment and special care is dedicated to its maintenance.

Audio-visual Equipment

Campuses are equipped with DVD, Data Projectors and wireless internet access.

Student Lounges

Comfortable areas within the building for students to relax, meet others, and converse in English. Also a place to find information on social activities, rooms available to rent or share, etc.

Resources

Headmasters has dedicated library facilities on campus. The academy strives to provide library services according to the following policy:

- Provide students and staff with a diversity of quality information resources and a high standard of customer service;
- Ensure library services and resources are relevant to the needs of all students and staff;
- Support the information literacy of all students;
- Provide training in the use of library and information services and resources where necessary;
- Ensure library resources are clearly labelled and organized so that they are easy to find and use;
- Fully catalogue library resources using the Bookmark library automation system, Dewey decimal classification (DDC) and Library of Congress Subject Headings.
- Headmasters has handicapped access and user friendly IT facilities.

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Course Dates and Fees

Please refer to www.headmasters.com.au/ to view current course dates and fees.

Apprentices and students applying for fast track Certificate III in Hairdressing may be eligible for assistance under the Victorian Training Guarantee. For an indication of your eligibility visit the [Victorian Skills Gate Way VTG Eligibility Indicator](#).

Domestic students applying for entry into a diploma program may be eligible for government assistance in the form of a student loan. For eligibility visit: <http://www.studyassist.gov.au>

For specific policies regarding VET Student Loans and government subsidised places at Headmasters Academy please refer to the website <http://www.headmasters.com.au>

International students:

Students will receive an offer letter detailing all fees relevant to the course/s applied for. Payment of a deposit is required prior to the issue of an eCOE. For students on packaged courses with consecutive COEs the second and subsequent COEs will incur a \$1,000 non-refundable deposit.

Headmasters Academy reserves the right to alter fees at any time. Fees may increase annually during a student's course. Students are required to pay the increased fee unless they have paid fees in full or have paid for the year ahead. Fees will generally not increase more than 5% per year.

Refund Policy

Please refer to www.headmasters.com.au to view current course dates and fees.

Domestic students may be eligible for a government subsidised place through the Victorian Training Guarantee or Commonwealth Government assistance in the form of a student loan.

For eligibility visit: <http://www.studyassist.gov.au> <http://www.skills.vic.gov.au>

Students will receive an offer letter detailing all fees relevant to the course/s. A place will be reserved only on a signed acceptance of offer being received by the Academy. International students are required to pay the relevant deposit prior to the issue of an eCOE.

Headmasters reserves the right to alter fees at any time. Fees may increase annually during a student's course. Students are required to pay the increased fee unless they have paid fees in full or have paid for the year ahead. Fees will generally not increase more than 5% per year.

Materials, equipment and resource fees are non-refundable.

Student refund requests must be in writing, addressed to the Admissions Office and include evidence supporting the request. All requests will be responded to within 28 days of receipt of request. If a refund is approved all refunds will be paid within 14 days of the approval. If HeadMasters is unable to commence, continue or complete the delivery of a course tuition fees will be refunded within 14 days. All refunds will be paid to the person with whom HeadMasters has a contract unless written authority is received by HeadMasters to pay another party.

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Withdrawal

If an enrolment is cancelled more than 28 days prior to commencement of the course there will be a cancellation fee equivalent to 25% of tuition fees paid. If an enrolment is cancelled within 28 days of commencement of the course, or the student does not commence on the agreed date, or withdraws from the course once it has commenced there will be no refund.

Where a student has been granted a deferral prior to commencement of a course or term, tuition paid will be transferred to the subsequent study period. Where the student does not take up his/her place in the subsequent study period, a refund will only be payable if the student visa is not granted.

Where a student's enrolment is cancelled because of misbehaviour or breaching of visa conditions there will be no refund.

Apprentices and trainees may be eligible for a tuition fee concession at any course level, while Indigenous students always pay the minimum fee with a government subsidised place. Concession fees are not available at Diploma Course Level.

Enrolling in this course and receiving funding under the Victorian Training Guarantee may impact access to further government subsidised training for future courses.

For more Skills First information please visit: <http://www.skillsfirst.vic.gov.au>

VET Student Loans

There will be a full refund of fees if a student withdraws from a unit of study prior to the census date. Where a student withdraws from a VET unit of study after the relevant census date, any refund of VET tuition fees is at the discretion of Headmasters.

For more VET Student Loans information please visit: <http://studyassist.gov.au>

International Student ONLY - In addition to the above

For HeadMasters packaged offers, the second and subsequent COE's will incur a \$1000 non-refundable deposit. Where a student has a packaged offer with a partner institution, and the HeadMasters course is the principal course HeadMasters reserves the right to impose a non-refundable deposit prior to the issue of a COE.

Accommodation

Accommodation fees will be refunded provided two weeks' notice is given before the commencement date of the homestay. If students cancel accommodation within two weeks before homestay commences, two weeks homestay fees will be deducted from the refund. Once in homestay, students must give two weeks' notice; otherwise, two weeks homestay fee will be deducted from the refund.

Visa Rejection

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Tuition fees are refunded if a visa application is rejected. Enrolment and accommodation support fees are not refundable. Where a student's visa is refused in Australia making them ineligible to study for a course they are currently studying, a refund of unused tuition will be granted on a pro rata basis.

Provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001; VET Guidelines 2013 and Standards for Registered Training Organisations (RTOs) 2015.

In the unlikely event that Headmasters Academy is unable to deliver your course in full, you will be offered a refund of any unused course money you have paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose whether you would prefer a full refund of unused course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If Headmasters Academy is unable to provide a refund or place you in an alternative course the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you, or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

The refund policy is clearly shown on the Offer Acceptance Form signed by the student

VET Student Loans students do not incur tuition fee charges until Census date. After Census date fees may be refunded only in exceptional circumstances. For more information please refer to our website <http://headmastersacademy.com.au>

Applying for Admission to the Academy

Domestic Students

Complete the Application Form and attach all documents as required and submit the application. Your application will be assessed and if successful an offer of a place will be made to you. To accept the offer you will need to sign and return the offer acceptance with the required deposit.

International Students

Decide the length of your study

Some of our courses vary in length. Therefore you need to decide for how long you would like to study.

You need a student visa if you wish to study in Australia for over 3 months. For periods of study greater than 3 months a Student (Temporary) Visa is required by non-Australian residents and is granted only if they enrol in a registered, full-time course in Australia. All courses for international students, and the Australian education and training institutions that offer them must be registered with the Australian Government.

- <http://www.studyinaustralia.gov.au>
- <http://www.immi.gov.au>

Complete Application Form

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Complete all of the details on the application form and be sure to include any supporting documentation with your enrolment (transcripts and certificates from previous study, English test results (IELTS, TOEFL).

Advanced Standing/Credit

Headmasters will always recognise qualifications issued under the Australian Qualifications Framework and Statements of Attainment issued by other RTOs. Any request for Advanced Standing/RPL is assessed by the academic staff of Headmasters. Recognition of overseas qualifications is assessed using the NOOSR guidelines combined with contemporary knowledge of conditions at particular institutions in particular countries. Requests for RPL are initially submitted to the Admissions Office where assessments will be made according to precedents and guidelines set down by academic staff. If RPL is granted to an overseas student offshore the net course duration is indicated in the eCOE issued for that student for that course. Should RPL be granted to a student onshore the change in course duration is reported via the PRISMS system. RPL does not under any circumstances lead to a student carrying any less than a full-time load of study.

Letter of Offer

Your application for entry to a study program at Headmasters Academy will be assessed by the Admissions Office, in conjunction with the academic program manager. Headmasters will advise you if you have been successful in your request for admission. If successful, Headmasters will send you a Letter of Offer. We may also be able to grant provisional acceptance on the basis of previous academic performance in anticipation that your final examination results do not differ greatly from the grades already attained. Depending on your nationality, you may need to apply for Pre-Visa Assessment (PVA), for which you will need your Letter of Offer.

Obtain your “Confirmation of Enrolment for Overseas Students”

You will need to accept the offer by signing and returning the Acceptance of Offer and pay your deposit in order to obtain your Electronic Confirmation of Enrolment (eCoE) – student visa applications only.

◆ <http://www.immi.gov.au/contacts/overseas.htm>

Apply for Your Visa

Now you can begin the visa application process. You will need to contact the Australian Embassy or Mission in your country. Some countries allow you to apply for your visa on-line using the e-Visa function.

The Australian Education Centre, Australian Diplomatic Mission or recognised education agent will give you advice and assistance in preparing your application. You will be asked to have a medical examination as part of the visa process. Special forms will be provided for the doctor to complete.

When You Get Your Visa

When your visa is granted, you can finalise your travel arrangement to Australia. If you have requested Airport Reception and Homestay, you will need to advise us of your arrival details so that we can confirm your reception service and advise your homestay family when you will be arriving. You will receive a fax or email with the confirmation details and an airport map so that you know where to meet us when you clear customs.

Overseas Student Health Cover

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As an International Student, it is a condition of your student visa that you have Overseas Student Health Cover (OSHC) for the entire duration of your stay in Australia. OSHC gives you access to out-of-hospital and in-hospital medical services to help maintain your health and to provide treatment in the event of an accident.

On Your First Day at Headmasters

Students should bring their passport and a passport photo on orientation day. Orientation is generally held on the student's first day. However, some courses require you to attend prior to your commencement date. You will be advised of this at time of enrolment. Orientation day includes the following:

- Welcome to Headmasters;
- Introduction to Administration and Academic staff;
- Completion of relevant personal and medical forms;
- Outline of course;
- English assessment if required;
- Tour of the campus;
- Interactive activities.

Student Obligations

What is expected of a student at Headmasters?

Students are expected to attend all classes and submit all assessments on time. It is expected that you will back up your class attendance with an equal number of private research and study hours in order to be successful in your chosen course.

Effective time management is crucial. You should adhere to a pattern of regular study and strive to make these study sessions as productive as possible.

Academic Progress

It is a condition of your student visa that you meet the course requirements of the institution. It is a requirement of Headmasters Academy that students pass at least 50% of their course over a 20 week period. If a student does not meet this requirement they will be asked to "Show cause" as to why they should be allowed to continue in the program. A student who is considered to have no good reason for not passing their course will be reported to the relevant government Department for not meeting visa conditions. If you are having difficulty with any part of your course or are finding it difficult to settle into life in Australia make sure you see a student adviser as soon as you are experiencing difficulties. We are here to help you.

Attendance

Attendance is important in all programs as it is much easier to succeed if you have been to all of your classes, good attendance is essential. For international students studying in these programs if their attendance falls below 80% students are at risk of being reported to the relevant government Department for not meeting visa conditions.

Updating addresses and phone numbers

The Administration must be notified **immediately** of any change of address and new phone numbers.

For international students it is a condition of your student visa that the college is informed of your address and contact details at all times.

Academic Conduct

Students must not engage in any conduct that is:

- ➔ Damaging to other persons pursuing their studies, research, duties or lawful activities; or
- ➔ Detrimental to the operation or property of the academy; or
- ➔ Contravenes federal, state or local law; or
- ➔ Otherwise deemed to be inappropriate.

Inappropriate conduct includes, but is not limited to:

- ➔ Disrupting any teaching, study, assessment or research activities or the administration of Headmasters Academy;
- ➔ Obstructing any officer or employee of the Academy in the performance of his or her duties;
- ➔ Damaging or wrongfully dealing with any property, including intellectual property belonging to Headmasters;
- ➔ Knowingly withholding relevant information or furnishing false or misleading information for purposes connected with academic progression or enrolment or proposed enrolment as a student;
- ➔ Threatening, intimidating or disorderly behaviour;
- ➔ Endangering the health or safety of a person;
- ➔ Compromising the privacy of an individual;
- ➔ Compromising the confidentiality of information.

All allegations of inappropriate conduct received shall be lodged with the Campus Manager, to be dealt with in accordance with Policies & Procedures.

Headmasters views academic trust, honesty and integrity as the key cornerstones of the academic standards and reputation of the Academy. This policy is designed to cultivate a sense of integrity. The major objective of the policy on academic honesty is to communicate to faculty, students and other stakeholders:

- ➔ The values that the Academy upholds, and to facilitate the understanding of students of the meaning and spirit of academic honesty, and outline the consequences for students who breach the principles outlined herein;
- ➔ That any form of cheating and plagiarism is totally unacceptable; and
- ➔ The procedures in dealing with acts of academic dishonesty.

Cheating

For the purposes of this policy, cheating is defined as an act that violates guidelines for the preparation and submission of assignments and exams to obtain or attempt to obtain credit for academic work through fraudulent and deceptive means. Cheating includes but is not limited to:

- ➔ Looking or attempting to look at another student's paper during an examination;
- ➔ Communicating with another student during the examination regarding its content;
- ➔ Possession or use of unauthorised materials 'cheat notes';
- ➔ Submitting another's work as one's own;
- ➔ Permitting another student to copy one's work;

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- Allowing another to submit your work, in part or in whole, as his or her own;
- Submitting a work (same or substantially similar) that has been previously submitted in another course or at another time;
- Receiving or giving during an examination or on assignments any unauthorised assistance;
- Collaboration in the preparation of an assignment unless specifically permitted or required by the lecturer.

Plagiarism

Plagiarism is any act to steal or pass off (the ideas or words of another) as one's own, use (another's production) without crediting the source, and commit literary theft, present as new and original an idea or product derived from an existing source.

It is the responsibility of the student who is submitting the work, that the work is in fact, is her/his own work. Incorporating another's work or ideas into one's own work without appropriate acknowledgment is an academic offence.

Plagiarism includes but is not limited to:

- Presentation of the work, ideas, statements or words of another as one's own;
- Paraphrasing without acknowledging the source through footnote, appropriate means of citation, and authorship;
- Direct quotation of any source material without proper citation;
- Submitting papers written by another person;
- Offering false, fabricated or fictitious sources for papers, reports, and other reference material;
- This includes but is not limited to the submission of a work, in part or in whole, completed by another.

Consequences of Academic Misconduct

When an educator has reasonable evidence (either physical evidence, or personal observation) to believe that an act of academic misconduct has occurred, he/she will first of all meet with the student, present the evidence of alleged dishonesty, give the student an opportunity to respond to the allegations, and if warranted, impose a sanction. The Campus Director may impose a penalty deemed appropriate for the offence.

Depending on the severity of the alleged misconduct, the penalty ranges from warning to failing the student for the course. The educator has the authority to:

- Issue a warning – oral or in writing at the discretion of the subject educator;
- Lower the student's grade;
- Assign a grade of zero for the plagiarised work.

To assign a "Fail" final grade for the course, or to disqualify a student from an enrolled program of study, the educator must apply in writing to the Campus Director, with appropriate evidence to support the proposal.

If a sanction is imposed, the Campus Director within five working days of the date sanction imposed, will inform the student of the sanction in writing, and include the reasons for sanction and the procedure for appeal.

A Student may, within five working days of the date of the notice of sanction, appeal the decision of the lecturer in writing to the Campus Director. Failure to appeal within the time period specified will result in the student's waiver of the right to further appeal. For information regarding the Appeals

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process students should make themselves familiar with the Academy's Complaints, Appeals and Disputes procedure.

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Student Study Obligations

- Students must provide their own stationery e.g. pens, paper and equipment
- Students who do not have the relevant equipment and course resources cannot participate in class.
- Students who borrow equipment from other students or Headmasters are responsible for that equipment and must replace if damaged or lost
- Students must adhere to class attendance and absenteeism procedures and telephone Headmasters if late or absent
- Smoking is not permitted in the building at any time
- Eating and drinking is only permitted in the designated area
- No alcohol, drugs (prescription drugs must be notified to the Training Coordinator) are permitted on the premises. Instant expulsion will occur if violation of this rule takes place
- All rooms and equipment must be left in the condition required by Headmasters and occupational health and safety standards
- Students must be clean, neat and dressed in Headmaster's uniform in class and salon. Headmasters uniform consists of Headmasters t-shirt provided in your kit and black trousers or skirts. Footwear must be comfortable and presentable. Closed-in shoes must be worn at all times
- Any student found guilty of stealing from Headmasters or other students will be expelled immediately
- Students will abide by the industry's Code of Ethics and Headmasters Code of Practice
- Mobile phones must be switched off during class times. Any student found using their phone will have it confiscated for the remainder of the day
- Students cannot leave the classroom to take phone calls. Messages will only be passed on if urgent.
- MP3 players, smart phones, PDA's and other such electronic devices are not to be used during class times. Any student found using these during class times will have them confiscated for the remainder of the day
- During class times students must not leave the classroom without the educator's permission
- Students will always attend to clients without question at the request of their Facilitator or their Salon Manager
- To achieve success students should have 100% attendance. Attendance should never fall below 80%.

Advice and Guidance Services

All advice and guidance sessions are undertaken in the academy where a private room is available. Our staff is at hand to discuss and advise on academic and personal issues. Interviews are usually provided in English unless there is communication difficulty or the student finds it more comfortable in his or her own language. In most cases, students can speak directly to the Head of Department or Campus Director if necessary. Headmasters will provide, where necessary, details of external counselling and support services. Advice, guidance and support services are provided by Headmasters at no extra cost to the student. External support and counselling services may incur a cost and students should request information prior to engaging an external service. The staff at Headmasters will be pleased to assist you.

Academic

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Each student's academic performance is regularly reviewed by the student's educator and Head of Department. Students are welcome to make an appointment at any time to discuss their progress with the Head of Department. On request, a written progress report can be provided.

Personal / Social

Each campus has a Student Services/Administration Office where students can come on any weekday the academy is open should they need help or information. On weekends, if students need emergency assistance, they can call the 24-hour emergency number.

Homestay

Satisfaction with student homestay is formally checked by the academy homestay officer on arrival and thereafter every four weeks. If students are not happy with their homestay (for whatever reason), Headmasters attempts to implement a 'customer is always right' policy. Homestay will be changed as quickly as possible. Our accommodation officers are available any weekday the academy is open to assist.

Medical Problems

Each campus has a list of medical professionals in the vicinity of the academy. If students have any medical concerns they should inform Student Services who will assist them in finding a doctor. When needed, Headmasters will refer students to other professionals in the field of assistance needed.

Emergency

Each Headmasters Campus maintains a 24-hour emergency contact service: you will be given a 24-hour contact number on enrolment. Staff are always on hand to deal with a range of problems and difficulties.

Academic Advice

Students can make appointments with our educators and Student Services staff to discuss their academic progress and career path. Headmasters staff are always available to help and advise students.

Social Program

Headmasters has a Social Program and an Activities Officer. Social activities are held during the week and on weekends. The campus also organises whole-school parties, BBQs and excursions for students of the academy. Activities range from cultural and sightseeing events, to dinners, excursions and sports outings. The activities vary from city to city, and allow students to enjoy the social scene and learn about Australia.

Privacy Policy

Headmasters is firmly committed to privacy. We use applicant's information to create a Headmasters database.

Our enrolment process requires applicants to give us contact information (e.g. name address, e-mail etc.). We use customer information for commercial reasons. Information may be made available to Commonwealth and State agencies and the Fund Manager of the Tuition Protection Service (TPS).

The Headmasters database is private and confidential. The database (including personal details) is for the sole use of Headmasters. Personal data and information gathered for the creation of the

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database will not be passed to a third party unless it is necessary to pass on this information in order to provide a service that you have asked us to provide.

Code of Practice

Mission Statement

“To train and influence students so that their skills, attitude and commitment are welcomed by clients and employers in our industry.”

Philosophy

To achieve our mission we:

- Only enrol students who have the desire and aptitude to succeed in their chosen industry
- Use only the best Facilitators, who are currently working successfully and are involved in the industry
- Constantly liaise with employers and employees within the industry to ensure that all our programs and techniques meet their needs
- Treat each student as an individual to ensure that they understand and realise their potential
- All students must commit to working with clients in Salon and in the classroom, as learning to relate to and satisfy client needs is fundamental to becoming a successful professional

Commitment

As dedicated team members of Headmasters we:

- Demonstrate the highest standards of professionalism and personal integrity in all our education and training activities. This is in order to inspire industry and community confidence and trust in our programs, our teaching, our learning and assessment approaches and the credentials students obtain
- Provide an environment that safeguards the rights, interests and welfare of students
- Maintain a challenging learning environment in which all students can experience success
- Support, implement and promote social justice policies and procedures to assure equal educational opportunity
- Serve our clients with respect, concern, courtesy and responsiveness
- Respect and protect the privileged information to which we have access in the course of our duties
- Market our courses and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements
- Deliver courses within appropriate facilities using methods and materials that will enable students to achieve course outcomes
- Strive for personal and professional excellence in interacting with students, industry, and the community to achieve excellence through education and training

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Cultural Diversity Policy

Our Objective

Valuing Cultural Diversity

The academy is a world-class institution, attracting the students and staff from Australia and other countries. It is characterised by:

- A community of students and staff which is culturally diverse, culturally competent, and internationally mobile;
- Its location in Australia - a country in which English is the principal language - and its situation within the Asia-Pacific region;
- The effects of Australia's historical experience in moving from a racially exclusive to a non-discriminatory immigration program, and the growing appreciation of cultural diversity as a national strength; and
- Teaching programs that are of the highest quality, vigorous, innovative and global in perspective and relevance.
- The diversity of the Academy student and staff population is a valuable asset in the maintenance of excellence in teaching, administration and in the enrichment of daily life.
- A culturally diverse Academy is one where students and staff aim for culturally inclusive behaviour and activities, ensure cultural differences are heard and explored, and actively seek to learn from other cultures.
- The Academy values cultural diversity among individuals and groups, and acknowledges that cultural diversity encompasses difference based on: race, ethnicity, language, religion, value and belief systems, disability, class, sexuality, gender, age, educational background;
- The Academy does not tolerate discrimination on the basis of such difference and is committed to providing an environment where people are treated with respect and are supported in realising their full potential;
- The Academy is committed to social harmony and cohesion. It supports all students and staff as they achieve a deeper appreciation of their own cultures, as well as greater cross-cultural understanding.

Services

- The Academy is committed to the provision of appropriate support services to realise the potential of staff and students;
- The design and delivery of support services are to be informed by, and responsive to, the needs of a diverse academy community.

Teaching and Learning

- The Academy values and supports the enrichment of teaching and learning which flows from the culturally diverse community of students and staff;
- The academy provides a teaching and learning environment that values cultural diversity, fosters mutual respect and is responsive to diverse needs;
- The Academy acknowledges the diversity of educational experiences and expectations of students, and is committed to providing a teaching and learning environment that enables all students to reach their potential;
- Within the teaching and learning process, academic integrity and freedom must be upheld while respecting cultural differences.

Internationalisation

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- The Academy seeks to create an intellectual environment and culture in which all its students may become global in outlook, values and understanding, and ready to embrace cultural diversity as positive, enriching and rewarding;
- The Academy is committed to providing support services which are culturally appropriate and effectively meet the needs of international students and staff.

Information for International Students

Living in Australia

Headmasters has been a leader in the provision of Australian education for many years. During this time the company has had an impressive record as a private provider of high quality training to both Australian and international students. 100% Australian owned, is proud to be one of the largest and most well regarded private educational institutions in Australia.

Melbourne

Melbourne – elegant, European, wealthy, conservative – is internationally recognised as the world's most liveable city. Melbourne can boast the best restaurant and cafe society in the Southern Hemisphere, the home of major cultural events and considered the sporting capital of Australia.

A four season climate, the greatest concentration of research and technology universities in Australasia and the business centre of the nation, all make Melbourne the most wonderful of experiences.

<http://visitvictoria.com/>

Accommodation

Homestay

Our most popular type of accommodation is **homestay**. Can arrange Homestay accommodation. Highly recommends that students visiting Australia for the first time stay in an Australian home. It is an excellent way to settle into the country and improve your English. Homestay is a wonderful opportunity for the student to live with, and become part of an Australian family.

Most Australian families live in suburbs surrounding the city and so students usually can expect to travel at least 20 to 45 minutes to school each way.

While in a homestay, the student is a member of the family. They will be expected to spend some time with the family and possibly complete some small tasks around the house. It is not a hotel! In the same way, the host family will include the student in its daily and weekend activities, and treat them like a son or daughter.

Hostels & Guest Houses – Temporary Accommodation

Available from A\$25 per day to A\$400 per week. Prices depend on if meals are served or if there are kitchen facilities, and on whether the students share a room. This can be arranged by the academy before your arrival with the payment of the Accommodation Placement Fee.

Lease and Shared Accommodation

It is important to consider the full range of costs and responsibilities with leased accommodation. The demand is usually high and ranges generally from AUD80 – AUD 550 per week unfurnished or AUD100 – AUD600 per week furnished depending on the size, condition and location of the

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house/apartment. Shared accommodation also varies greatly in price. Headmasters will provide assistance in helping you find this accommodation once you have arrived.

Reception Services

If you would like us to meet you when you arrive in Australia, please let us know when you enrol. There is a cost involved with this. A representative will then meet you at the airport and transfer you to your pre-arranged accommodation.

Cost of Living

Students relocating to Australia should keep in mind the following costs when they undertake studies. When calculating the cost of living in Australia, students must also budget for food, health care, transport, books, clothing and entertainment.

The following should only be used as a guide as spending may differ depending on the student's lifestyle. Cheaper no frills brands can reduce food costs for students, as can shopping at markets.

Approximate Living Costs	Melbourne
Student Studio Apartment (weekly)	A\$150-250
Share House rental (weekly)	A\$80-150
Overseas Student Health Cover*	A\$342
Public Transport (weekly)	A\$28
Films/Movies	A\$15-20
Music Concerts	A\$60-130
Food - bread 700g	A\$3.20
Food - milk 1lt	A\$1.80
Food - cheese 500g	A\$3.50
Food - rice 1kg	A\$2.60
Food - Big Mac	A\$4.50

Prices include goods and services tax.

* Overseas Student Health Cover OSHC

Australian Government Requirement - cost varies depending on duration of cover. Prices are subject to change.

It is recommended that students allow a minimum of A\$15,000 per year to cover their cost of living. Students are advised to have access to A\$2,000 to cover settling in costs such as food, transport and personal items if not already prepaid on enrolment.

Students will be required to purchase books and equipment relevant to their course of study. These costs are not included in course fees.

Medical and Health

Overseas Student Health Cover - (OSHC)

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The Australian Government requires all holders of a student visa to have approved health cover for the duration of their visa. Overseas Student Health Cover (OSHC) is invoiced to all students initially and when you commence studies, you will be issued with your Membership card. Exemptions to the OSHC requirement are Norwegian Students and Swedish students whose insurance is provided by CSN International.

Headmasters chooses to use Allianz Global Assistance as its insurer. Allianz Global Overseas Student Health Cover is approved by the Australian Commonwealth Department of Health and Aged Care.

<https://www.oshcallianzassistance.com.au/default.aspx>

Overseas students who are not on a student visa are advised to arrange travel/medical insurance prior to departure for Australia.

School-Aged Dependents

If you are an international student to be accompanied by school-aged dependants it is your responsibility to ensure that they are enrolled in a school. If they are enrolled in either a government or a non-government school you will be required to pay full fees.

Driving in Australia

If you have a driver's licence from another country, in English or with an official translation, you are allowed to drive for your first three months as a resident in Australia. After the three months, if you want to drive, you will need to have the appropriate driver's licence. To get one you will usually need to pass a knowledge test, a practical driving test, and an eyesight test. In Australia, drivers' licences are issued by state and territory governments.

Driving in Australia is on the left-hand side. All drivers in Australia are expected to obey traffic and drink driving laws.

The penalties for breaking traffic laws can be severe. These may include expensive fines, losing your driver's licence or imprisonment. The laws are very strict about driving over the speed limit (speeding) and driving after drinking alcohol (drink driving).

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

Australian Laws

In Australia, there are many laws to help maintain order and a civil society. If you are unsure what the law is, it is best to ask someone. Knowing some common laws will help you to adapt to your new life in Australia.

<http://www.immi.gov.au/settle/states/laws.htm>

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

Weather

Nearly a third of Australia is in the tropics and the rest is in the Temperate Zone. Summer is from December to February; autumn from March to May; winter from June to August; and spring from September to November.

General Climatic conditions:

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- ➔ Melbourne – warm summer, cool winter with an average summer temperature of 25 degrees - occasionally up to 40 and an average winter temperature 14 degrees;

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

World Times

Australian Eastern Standard Time is GMT plus 10 hours. From October until April, Victoria changes to Daylight Saving time, which is when we move the clocks forward 1 hour making it GMT plus 11 hours.

<http://www.timeanddate.com/worldclock/>

Policies and Procedures for International Students

International students are required to adhere to a number of policies and procedures determined by the Australian government. Providers of courses to international students and the international students studying those courses are bound by the Education Services to Overseas Students (ESOS) Act and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

The ESOS Framework

Please refer to the Australian Government explanation of how the Education Services to Overseas Students Act 2000 works.

http://www.aei.gov.au/AEI/ESOS/QuickInfo/ESOS_Framework_pdf.pdf

Attendance monitoring for all students Policy

We expect you to attend all classes and excursions. Please notify your educator of any absence. If there is a medical reason for absence, please present a medical certificate to Student Services in order to substantiate such a claim.

If personal circumstances prevent you from attending classes, contact Student Services as soon as you are aware of the problem.

- Students are expected to attend ALL of their timetabled classes
- The minimum attendance for both local and International students is 80%
- Student attendance is recorded by the educator in every class and late arrivals/ early leavers are noted on the student record.

Low Attendance:

First Warning: If you have been absent without prior arrangement for 5 consecutive classes or your attendance is between 80-85%, you will be issued with a warning letter. The attendance policy will be highlighted.

Second Warning/Intention to Report: If at the end of each term, it is noted that your attendance has been below 80% a meeting will be arranged with Student Services Manager to assess the student's suitability to continue with the course of study.

An international student will be issued with an Intention to Report if their attendance falls below 80%.

International students are at risk of having their COE cancelled if their attendance falls below 80%.

Recording and reporting on academic performance

Policy

It is policy to monitor and record course progress of each student for the course in which they are currently enrolled.

Will monitor progress and assist students to meet their study goals throughout their course.

At, at least, six monthly intervals each student's progress will be monitored to assess the student's compliance with student visa requirements.

Procedure

1. All assessment results are entered into Vettrak database.
2. Course progress is monitored through a combination of attendance and assessment. On completion of an initial 20 study weeks, one trimester or 6 calendar month period (whichever occurs first) or earlier, the Academic Program Manager will identify all students who have failed to complete or demonstrate competency in at least 50% of the overall course requirements for the designated study period.
3. Prior to the commencement of week 3 of the 2nd or following study period the Academic Program Manager/Campus Director will confirm that the identified students are at risk and initiate the intervention process with a view to having the intervention strategy in place by the 4th week of the 2nd study period.
4. The intervention process will be initiated by;
 - Notification to student in writing,
 - An initial meeting with the student and the Academic Program Manager/Campus Director
 - And/or relevant designated staff.
5. Initial intervention meeting will address issues pertaining to the student's unsatisfactory performance and provide a possible strategy to ensure successful study program.

Individual intervention strategy may include:

 - Discussion of suitability of course
 - Agreement on revised study plan (decreased load; reassessment; increased load)
 - Access to academic support classes
 - Referral to personal guidance counsellors (internal or external)
 - Attendance at individual case management sessions
6. Proposed intervention strategy to be given in writing to the student.

Report to include:

 - Proposed strategy
 - information regarding implications of unsatisfactory progress in two study periods
 - information on the appeals process

Student may decide to appeal the necessity for intervention at this stage, if so, appeals process to be invoked.

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7. A list of students identified as at risk will be provided by the Academic Program Manager to the Campus Director. Individual intervention strategies are to be filed in the student's hardfile, entered as diary notes in BECAS and filed in the "Course Progress" folder.
8. A record of student's participation in activities suggested as part of the intervention strategy is to be kept. For example, reassessments will be recorded in Vettrak; case management sessions will be recorded in BECAS Diary; referrals to outside agencies will be recorded in BECAS Diary.
9. At the end of two study periods if the student has not progressed (50% or less in class assessment or less than 80% attendance) Academic Program Manager will report on the progress of all students previously identified as "At Risk". Any student who has for two consecutive study periods failed to meet course requirement of satisfactorily completing more than 50% of the course will be sent a letter informing them of intention to report them via PRISMS.
10. Student may appeal the decision to report. If so, appeals process will be invoked.

Possible outcomes of appeals process.
 - Appeal is upheld because an error was made in calculation and student has made satisfactory progress. No further action. All documentation filed in student's file and note in BECAS Diary to effect that appeal has been upheld.
 - Appeal is upheld due to compassionate or compelling reasons for lack of progress. Intervention strategy to be implemented to support student. All documentation filed in student file and note in BECAS Diary to effect that appeal has been upheld and intervention strategy implemented.
 - Appeal is dismissed. All documentation sent to Head Office for reporting via PRISMS. Copies to student's file and notes in BECAS Diary.
11. PRISMS reporting.
After each study period the Academic Program Manager will compile a report showing:
 - Each student who has been sent an intention to report letter and has not appealed.
 - Each student whose appeal has been denied.
 - Each student who has withdrawn from the appeal process.
12. All documentation is to be attached to report. The Campus Director will verify that correct procedures have been followed and refer to PEO for reporting via PRISMS.

Completion within expected duration

Policy

It is policy to monitor all students' progress through the course to ensure that at all times the student is in the position.

Will only extend the duration of a student's study if the conditions specified in Standard 9 of the National Code 2007 are clearly met.

Procedure

Headmasters will only extend the duration of a student's study where it is clear the student will not complete the course within the expected duration, as specified in the students CoE as a result of:

- Compassionate and compelling circumstances These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing.

These could include but are not limited to:

- Serious Illness or injury, where medical certificate states that the student was or will be unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Where the student has failed occasional units but not sufficient to be identified by intervention strategy for course progress.
- intervention strategy for students at risk of not meeting satisfactory course progress
- Approved deferment or suspension of study

Monitoring of Course Completion within Duration

Academic results are recorded for all compulsory assessments according to the procedures determined for the particular program.

At the completion of each set of compulsory assessments students who have not successfully completed the required tasks are advised by the Academic Program Manager of the options available to them.

Options which may be available depending on modules/subjects:

- Re assessment;
- Supplementary examinations;
- Tutorial/additional assistance;
- Repeat of entire unit/module/subject.

On completion of each compulsory study period Academic Progress policies and procedures will apply. Where, as a result of the Monitoring Academic progress, a student is identified as not likely to complete their course in the required time;

The student is to be notified in writing that they are not likely to complete their course within the expected duration.

Letter will clearly outline:

- The circumstances in which an extension would be granted;
- Provide a meeting time for the student to report to the Academic Program Manager.

Record of meeting to show

- Strategy for student to complete course in expected duration;
- Reasons why student may not complete course in expected duration.

When it is evident that a student will not complete their course in the expected duration, subject to the Academic Program Manager's approval, will take steps to issue a new CoE subject to one of the following conditions being met:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where was unable to offer a prerequisite unit).

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- An intervention strategy has been implemented to assist the student to successfully complete the course of study.
- An approved deferment or suspension has been granted under Standard 13.

When it is evident that a student will not complete their course in the expected duration and the above conditions are not met, for example, the student is refusing to enrol in an appropriate load the Academic Program Manager will recommend one of the following:

- The student's enrolment will be cancelled. Student will be sent an Intention to Report letter;
- Document the student's behaviour and if the student requests an extension of duration of study, refuse to extend the CoE.

Where a student is applying for an extension to the duration of the course as specified on the COE relevant documentation must be presented to the Campus Director for approval. Copies of all documentation will be kept on student's file.

All variations to a student's load will be recorded in the hard file and in BECAS. Where the variation leads to an extension of study this will be reported via PRISMS and a new CoE issued when the completion date can be accurately predicted.

All supporting documents and variations to enrolment will be kept on the student's file.

Transfer Between Providers

Registered providers are restricted from enrolling transferring students prior to the student completing six months of his or her principal course of study except for the circumstances outlined below. Registered providers, from whom the student is seeking to transfer, are responsible for assessing the student's request to transfer within this restricted period. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

Policy

Headmasters Academy is committed to abide by and implement a transfer policy in accordance with the National Code 2007.

The National Code restricts the movement of students to an alternative provider up to and including the first six months of the student's principal course.

The request for transfer or release from a course will not incur a cost to the student.

Procedure

All current students requesting information regarding transfer must be referred to the Campus Director or, in their absence a senior member of staff.

- Student must have a valid enrolment offer from another provider
- Request must be in writing
- Under 18 students must have a letter in writing from their parent requesting the transfer and written confirmation that the registered provider will accept the responsibility for approving the student's accommodation, support and general welfare arrangements.

Headmasters Academy will consider each request and provide a written response to the student.

Request for transfer may be refused for the following reasons:

- Basis of application is not deemed to be exceptional circumstances relating to the welfare of the student.
- The transfer may jeopardize the student's progression through a package of courses

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- Student has not utilized support services and academic resources.
- The student is intending to avoid being reported to DIBP for failing to meet attendance or academic progress requirements.
- Valid offer letter has not been received
- Transfer perceived as detrimental to student
- Under 18 requirements have not been met according to the National code

Request for release may be approved in exceptional circumstances where it is considered in the best interests of the student, academically or personally.

The Campus Director will assess the request and respond in writing within 10 working days. If the request is refused the student has 20 days to appeal via the Appeals, Complaints and Disputes process.

Student wishing to apply to Headmasters Academy

Headmasters staff must not actively recruit any student who is not eligible to transfer providers as a result of their being in the first 6 months of their principal course.

A Letter of Offer may be provided to a student who is requesting a place at Headmasters. In discussion with the student, staff should ascertain if the student has a valid visa and the commencement date of the principal course in order to determine if the student is subject to a no transfer clause. If applicable staff must inform student of the requirement to obtain a letter of release from the current provider before a valid enrolment can commence. Exceptions to this requirement are where

- The original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course.
- Any government sponsor of the student considers the change to be in the best interest and has provided written support for the change.

Note: There is an excellent fact sheet on AEI's website. Copies of this should be kept in Student Services.

Deferral, Suspension, Cancellation Policy

There are limited circumstances in which a student's enrolment may be deferred, suspended or cancelled.

Definitions:

- Deferral: Postponement of commencement of a course
- Suspension: Temporary postponement of enrolment during course
- Cancellation: Cessation of enrolment in course

Procedure

Student Initiated Deferral, Suspension or Cancellation

Students wishing to defer, suspend or cancel enrolment must meet one of the following conditions:

- Unavailability of a course
- Visa delay

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- Compassionate and compelling circumstances. These are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:
 - Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
 - Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
 - Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
 - Traumatic experience which could include; involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Supporting documents must be provided upon application e.g.. medical certificates, police reports etc. and kept on the student's file.

Deferral Prior to Commencement

Students may request a deferral prior to course commencement. Request must be in writing and addressed to the Admissions office. When the deferral is processed the student will receive a revised Letter of Offer and eCOE.

Suspending your Enrolment

Students wishing to suspend their enrolment must complete a "student request to defer suspend or cancel a course form" with all supporting documentation attached. All applications should be submitted at least 14 days prior to suspension date. The maximum suspension period is Six (6) months. Approval will only be given in the limited circumstances described above. The student will receive notification in writing of the result of the request.

Cancelling your Enrolment

Students wishing to cancel their enrolment must complete a "Student Request to Defer Suspend or Cancel a Course Form" with all supporting documentation attached. The student will receive notification in writing of the result of the request.

If the student has not completed the first six months of their principal course they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

U18 Students

All students under 18 years of age wishing to defer, suspend or cancel their course must in addition to the above requirements supply a written request from their parent or legal guardian at the time of application. Adequate welfare and accommodation arrangements must be in place before any modification of their enrolment will occur.

Deferring, suspending or cancelling an enrolment may affect your student visa. All students should contact their nearest DIBP office or refer to www.immi.gov.au for further information.

Any deferral, suspension or cancellation will be reported on PRISMS and supporting documentation recorded in the student file.

Academy Initiated Deferral, Suspension or Cancellation

Headmasters may defer commencement of a course when a course is not offered.

Headmasters may suspend a student enrolment for:

- Misconduct – where behaviour of a student:
 - Has been in serious breach of a academy rule;

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- Is in breach of enrolment conditions;
- Is considered to provide a threat to the wellbeing of other students or staff.

Headmasters may cancel a student enrolment for:

- A serious breach of a academy rule;
- Breach of enrolment conditions;
- Where a student is considered to provide a threat to the wellbeing of other students or staff;
- Serious misconduct;
- Failing to meet the requirements of the Course Progress Policy;
- Failing to meet the requirements of the Course Attendance Policy;
- Non –payment of tuition fees;
- Non re-enrolment.

Where suspension or cancellation is initiated by students will receive a notice of Intention to Report. This notice will clearly identify that a student will be given 20 working days to access the Academy's internal complaints and appeals process. When the appeals process is initiated, Will maintain the student's enrolment until the internal appeals process is complete. Reserves the right to not provide learning opportunities during this process should it be deemed appropriate.

In the case of U18 students, a copy of the notice of Intention to Report will be forwarded to the parents or legal guardian. Will liaise with the parents or legal guardian to achieve the best possible outcome.

Where intends to defer, suspend or cancel the enrolment of a student under 18, will continue to check the suitability of accommodation and welfare arrangements until:

- a) The student is accepted by another registered provider and that registered provider takes over responsibility for approving the student's accommodation, support and general welfare arrangements;
- b) The student leaves Australia;
- c) Other suitable arrangements are made that satisfy migration regulations; or
- d) Reports under Standard 5.1 that it can no longer approve of the arrangements for the student.

The suspension or cancellation will be notified via PRISMS on completion of the 20 working days or at the end of the appeals process if the appeal is not upheld.

Students may access the external appeals process.

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List of Helpful Websites

Government Departments

Department of Immigration, and Border Protection (DIBP)	http://www.immi.gov.au
Study in Australia	http://www.studyinaustralia.gov.au
Australia and Overseas Embassies and Missions	http://www.immi.gov.au/contact/overseas.htm
The Department of Education	http://www.education.vic.gov.au
Department of Foreign Affairs and Trade	http://www.dfat.gov.au

Tourist Information Services

Australian City Search	http://www.citysearch.com.au/
Australian Street Maps	http://www.whereis.com.au/whereis/home.jsp
Australian Tourist Commission	http://www.australia.com/
Victoria	http://www.visitvictoria.com/
New South Wales	http://www.visitnsw.com.au/
Brisbane	http://www.ourbrisbane.com/
Gold Coast	http://www.goldcoasttourism.com.au/
Cairns	http://www.cairns.qld.gov.au/tourism/
Australian Weather	http://www.bom.gov.au
World Times	http://www.timeanddate.com/worldclock/
Currency Conversions	http://www.xe.com/

Airport/Airlines Information

Melbourne	http://www.melbourneairport.com.au/
Sydney	http://www.sydneyairport.com.au/
Brisbane	http://www.bne.com.au/content/home.asp
Gold Coast	http://www.goldcoastairport.com.au/
Cairns	http://www.cairnsport.com.au/airport/
Qantas Airlines	http://www.qantas.com.au/
Virgin Australia	http://www.virginaustralia.com.au
Jetstar	http://www.jetstar.com/

General Services

Allianz Global Overseas Student Health Cover	https://www.oshcallianzassistance.com.au/default.aspx
Sensis (White and Yellow Pages)	http://www.whitepages.com.au
Public Holidays	http://www.australiatravelsearch.com.au/trc/hols.html
Driving in Australia	http://www.vicroads.vic.gov.au
Laws in Australia	http://www.immi.gov.au/settle/states/laws.htm
	http://www.alcoholguildelines.gov.au/