



GLOBAL COLLEGE AUSTRALASIA

CRICOS POLICIES AND PROCEDURES



RTO No: 45088 | CRICOS Code: 03564F



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GCA No. 45088 CRICOS CODE: 03564F

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Definitions

The following definitions apply to this set of policies and procedures:

- **AQF:** Australian Qualifications Framework as at: www.aqf.edu.au
- **ASQA:** Australian Skills Quality Authority
- **Course:** refers to unit, qualification, skill set, or group of units being packaged as a course
- **Compassionate or compelling circumstances** may include but are not limited to:
 - serious illness or injury
 - bereavement
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
 - a traumatic experience which has impacted on the student.
- **Credit transfer:** credit provided to students for units of competency (unless licensing or regulatory requirements prevent this) where these are evidenced by AQF certification documentation issued by another education provider or AQF authorised issuing organisation or authenticated VET transcripts issue by the Registrar.
- **Critical incident:** includes but not limited to:
 - missing students
 - severe verbal or psychological aggression
 - death, serious injury or any threat of these
 - natural disaster
 - issues such as domestic violence, sexual assault, drug or alcohol abuse.
- **DHA:** Department of Home Affairs.
- **Cheating:** seeking to obtain an unfair advantage in the assessment of any piece of work.
- **Collusion:** unauthorised collaboration between students.
- **Deferral:** to postpone commencement of studies.
- **DET:** Department of Education and Training.
- **ESOS Act:** the Education Services for Overseas Act 2000: <https://www.legislation.gov.au/Details/C2017C00292>
- **National Code 2018:** National Code of Practice for Providers of Education and Training to Overseas Students 2018: <https://www.legislation.gov.au/Details/F2017L01182>
- **Marketing:** this covers all marketing communication methods.



- **Plagiarism:** to take and use the ideas and/or expressions and/or wording of another person or organisation and passing them off as one's own by failing to give appropriate acknowledgement. This includes material from any source such as staff, students, texts, resources and the internet, whether published or unpublished.
- **PRISMS:** Provider Registration and International Students Management System.
- **SGCAs 2015:** Standards for RTOs 2015: <https://www.legislation.gov.au/Details/C2018C00210>
- **Recognition of Prior Learning (RPL):** an assessment process that assess the competency of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which the applicant meets the requirements specified in the training product.
- **SMS:** Student Management System.
 - a) **Suspension:** to temporarily postpone studies.
 - b) **Third party:** any party that provides services on behalf of the GCA. A third-party arrangement does not include a contract of employment between an GCA and its employee.

Responsibilities

It is the responsibility of the CEO supported by the management team to ensure that the policy and associated procedures are adhered to. All staff are expected to access and follow policies and associated procedures when completing work tasks.

Each policy and associated procedures include specific responsibilities.



Marketing and Recruitment

Policies and associated procedures in this section:

- c) Marketing Policy and Associated Procedures
- d) Education Agent Policy and Associated Procedures.

Listed below are associated supporting documents for these policies and procedures

GCA - Education Agent Agreement

GCA - Education Agent Application Form

GCA - Education Agent Monitoring Form

GCA - Marketing Checklist

GCA – Marketing Consent Form

GCA - Prospectus

GCA – International Student Handbook

The above listed documents can be found in the Marketing and Recruitment Supporting Documents folder.



• Marketing Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures have been developed to guide GCA when undertaking marketing and advertising activities. This is to ensure that learners are provided with accurate, transparent and accessible information before enrolling in a course.

This policy and associated procedures meet the requirements of Standards 4 and 5 of the Standards for RTOs 2015, as well as the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standards 1, 2 and 8.

Marketing by education agents is addressed in the Education Agent Policy and Associated Procedures.

Policy statements

Marketing information

Information about training, assessment and support services provided by GCA or any third parties contracted by GCA enables learners to make informed decisions about enrolling into a course with GCA and that is relevant to their needs and takes into account their existing skills and competencies.

This information is provided prior to commencement and is accessible in both electronic and print form.

Information provided by GCA to prospective and current students:

- e) Provides accurate, factual details ensuring full transparency regarding services offered.
- f) Is sufficient to allow students to make an informed choice.
- g) Distinguishes between nationally recognised training and any non-accredited training offered.
- h) Includes all of the information required under the relevant standards of the Standards for RTOs 2015 and National Code 2018 as follows:
 - Legal entity and/or trading name and GCA Code, CRICOS Registered Name, Registration Number and CRICOS course code/s.
 - The code, title and currency of the Training Product or accredited course (as published on the National Register). A non-current training product will only be advertised or marketed while it remains on GCA scope of registration. Any other outcomes of the course will also be provided (for example, option to apply for a licence).
 - Includes information about any third parties who are recruiting students on behalf of GCA, and their names and contact details.
 - Outlines where GCA is delivering training and assessment on behalf of another Registered Training Organisation or where training and assessment is being delivered on behalf of a third party and includes names and contact details of such.
 - Outlines any work-based training and associated arrangements a student is required to undertake as part of the course.
 - Outlines entry requirements (including English language proficiency, educational qualifications or work experience) for entry to the course.



- Provides information on course credit (credit transfer and RPL).
- Includes information on the duration (including holiday breaks), location and mode/s of delivery.
- Includes information on facilities, equipment and learning resources available to students.
- Includes information on materials and equipment that the student is expected to provide as part of their course.
- Includes details about VET Student Loans if applicable, as well as subsidies available through government funding or any other financial support arrangements.
- Includes links to information on the ESOS framework.
- Outlines any other information relevant to the registered provider, its courses or outcomes associated with those courses.
- Includes relevant cost information including all tuition and non-tuition fees, payment terms and conditions and the potential for fees to change over the duration of a course. Information is also included as relevant on any debts that may be occurred such as under the VET Student Loans scheme, or any loss of entitlement from the student undertaking the course (such as loss of entitlement for further government funded programs or student loan schemes as relevant) and refunds information.
- Outlines the grounds on which a student's enrolment may be deferred, suspended or cancelled.

The Nationally Recognised Training logo is used in accordance with its Conditions of Use outlined in Schedule 4 of the SGCA's 2015.

GCA only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised.

A Marketing Consent form is used to seek consent from any individual or organisation that is referred to in GCA marketing, promotions and advertising material.

GCA or any associated third party will not:

1. guarantee that a student will successfully complete a course and will be issued with a qualification or statement of attainment
2. state that a course can be completed such that it will not meet the requirements of Clauses 1.1 and 1.2
3. guarantee a successful education assessment outcome
4. guarantee any employment outcome arising from the completion of the training product.
5. Guarantee to secure any migration outcomes based on completing a course with GCA
6. Guarantee that a student will be eligible for any license or accreditation unless the license outcome is guaranteed by the issuer of the license or accreditation
7. give any other false or misleading information or advice in relation to itself, its course or outcomes associated with the course



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8. knowingly recruit or seek to enrol an international student before they have completed six months of their principal course of study.
9. enrol overseas student into VET courses unless the course is registered on GCA's ESOS scope of registration / CRICOS register or if the course is exempt from requiring CRICOS registration.

Students will be provided with information on the ESOS Framework and links to official Australian Government material in the International Student Handbook.

GCA will publish a list of education agents on its website, including names and contact details.

All Prospectus are developed according to information from GCA training and assessment strategies. Marketing information will not in any way advise that the training can be completed in any other way than as described in each training and assessment strategy.

The obligations of GCA, including that GCA is responsible for the quality of training and assessment in accordance with the SGCAs 2015 and for the issuance of AQF certification documentation are fully described in the Student Handbook. The Handbook also includes information about accommodation and indicative costs of living in Australia.

GCA will abide by all marketing, promotion and advertising requirements under the Australian Consumer Law.



Procedures

1 Develop marketing material

- 1.1 Access this policy when planning marketing materials.
- 1.2 Access the course information from the Training and Assessment Strategy (TAS).
- 1.3 Develop the marketing materials using the relevant template (i.e. The Prospectus).
- 1.4 Review materials developed with the Marketing Checklist, TAS and approved course fees.
- 1.5 Provide the materials for approval.
- 1.6 Upon approval, publish the information (print or website) and file approvals.

2 Review marketing material

- 2.1 Follow the above procedure where there are changes to a course.
- 2.2 Have materials reapproved by the relevant person.

3 Review website

- 3.1 Upload education agent details to website once agreements are signed.
- 3.2 Complete a check of the website at least every 3 months, or upon a change, for accuracy and completeness according to this policy.
- 3.3 Make changes accordingly.

4 Develop marketing plan

- 4.1 Develop a marketing plan for marketing communications based on business objectives.
- 4.2 Implement and monitor the marketing plan.
- 4.3 Adjust the marketing plan based on effectiveness of marketing strategies or otherwise.

5 Seek marketing consent

- 5.1 Seek consent to use details and images for marketing communications using the Marketing Consent Form by providing the form to students at orientation.
- 5.2 File completed marketing consent forms.

Responsibilities

The CEO is responsible for developing the marketing plan and approval of marketing materials.

GCA Compliance Manager is responsible for developing and reviewing marketing materials and implementing and monitoring marketing strategies as per the marketing plan.



Education Agent Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures has been developed to ensure that GCA has processes in place to ensure that education agents act honestly and in the best interests of overseas students, as well as uphold the reputation of Australia's international education sector.

This policy and associated procedures meet the requirements of Standards 2 and 8 and associated clauses of the Standards for RTOs 2015, as well as the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 4.

Policy statements

Overview

GCA will not accept students from an education agent if it knows or reasonably suspects the education agent to be:

- providing migration advice, unless that education agent is authorised to do so under the Migration Act
- engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers) facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa, and/or
- using PRISMS to create CoEs for other than bona fide students.

Agent Agreements

All education agents representing GCA must sign and abide by GCA Education Agent Agreement.

GCA Education Agent Agreement meets the requirements of the National Code including:

- responsibilities of GCA, including that GCA is responsible at all times for compliance with the ESOS Act and National Code 2018.
- GCA requirements of the agent in representing it including:
 - declaring in writing and taking reasonable steps to avoid conflicts of interests with its duties as an education agent of the registered provider
 - observing appropriate levels of confidentiality and transparency in their dealings with overseas students or intending overseas students
 - acting honestly and in good faith, and in the best interests of the student
 - having appropriate knowledge and understanding of the international education system in Australia, including the Australian International Education and Training Agent Code of Ethics
- GCA processes for monitoring the activities of the education agent in representing the provider and ensuring the education agent is giving students accurate and up-to-date information on the registered provider's services



- the corrective action that may be taken by GCA if the education agent does not comply with its obligations under the written agreement, including providing for corrective action outlined in Standard 4.4
- grounds for termination of GCA's written agreement with the education agent, including providing for termination in the circumstances outlined in Standard 4.5
- the circumstances under which information about the education agent may be disclosed by the registered provider and the Commonwealth or state or territory agencies.

Monitoring and corrective action

GCA will monitor all education agents using the monitoring processes described in the agreement.

GCA will take immediate corrective action where GCA becomes aware that, or has reason to believe, the education agent or an employee or subcontractor of that education agent has not complied with the education agent's responsibilities as outlined above.

Termination

GCA will immediately terminate its relationship with the education agent or require the education agent to terminate its relationship with the employee or subcontractor who engaged in those practices, where GCA becomes aware, or has reason to believe that the education agent or an employee or subcontractor of the education agent is engaging in false or misleading recruitment practices.

Procedures

1 Process education agent applications

- 1.1 Provide an Education Agent Application form to education agent.
- 1.2 On receipt of an application, check that the application form has been completed in full and that any supporting information has been provided.
- 1.3 Send an acknowledgement that the application form has been received within 3 working days of the receipt of the application. Request additional information not provided, as relevant.
- 1.4 Review information included in application form.
- 1.5 Call referees for reports on the agents.
- 1.6 Approve the agent's application where the agent has demonstrated experience and skills, provides services that align with GCA marketing objectives and positive reports from referees are received.
- 1.7 For successful agents, customise the Education Agent Agreement and send to the agent for signing. This must be within 10 working days of receiving the application.



- 1.8 Where the agent is not deemed to be suitable, send an email within 10 working days of receiving the application advising that their application has not been successful and including the reasons why.

2 Manage education agents

- 2.1 Following the signing of the agreement, add the agent details to PRISMS following the *How to manage agent details* in PRISMS information.
- 2.2 Following the signing of the agreement, advise ASQA via ASQA net and within 30 days of the agreement.
- 2.3 Add the agent details to list of agents on website.
- 2.3 File all signed education agent agreements.
- 2.5 Contact the agent to provide an induction, including an overview of the GCA, requirements and marketing and recruitment processes.
- 2.6 Provide the education agent with current copies of marketing materials and enrolment forms.

3 Monitor education agents

- 3.1 Regularly update education agents with details of new courses and any updated marketing and enrolment materials/processes.
- 3.2 Monitor agents every six months using the Education Agents Monitoring Form.
- 3.3 Where the Education Agents Monitoring Form or feedback from students indicates that the Education Agent may not be meeting the terms of their agreement, immediately investigate the issue.
- 3.4 Where the investigation confirms that the provider has not complied with their responsibilities as per the Education Agent Agreement (except in the case of where the education agent has engaged in false or misleading practices – see the following section), contact the education agent in writing to advise to corrective actions that are required.
- 3.5 Implement relevant corrective actions.
- 3.6 Monitor corrective actions as required to ensure they are implemented.
- 3.7 File all documentation associated with monitoring.

4 Terminate education agent agreements

- 4.1 Where education agent monitoring or any other intelligence demonstrates that the education agent has engaged in false or misleading practices, immediately send a notice in



writing to the agent advising them that their agreement is terminated and giving the reasons why.

- 4.2 Remove the agent details from website.
- 4.3 Remove the agent details from PRISMS following the *How to manage agent details* in PRISMS information.
- 4.4 Advise ASQA via ASQA net of termination of the agreement and within 30 days of the agreement ending.

Responsibilities

GCA CEO is responsible for:

- assessing and approving education agent applications
- managing education agent applications
- monitoring and terminating education agent agreements.



Enrolment

Policies and associated procedures in this section:

- i) Student Enrolment and Completion Policy and Associated Procedures
- j) Fees and Refunds Policy and Procedure.

Listed below are associated supporting documents for these policies and procedures

- GCA - Application for Enrolment Form - International Students
- GCA- Course Entry Interview Form
- GCA- Credit Transfer Application Form-
- GCA- First Warning Letter for Non-Payment of Fees
- GCA- Notice of Intention to Report for Non-Payment of Fees
- GCA- Offer Letter and International Student Agreement
- GCA - Orientation Presentation
- GCA- Outcome of Credit Transfer-Recognition of Prior Learning Application
- GCA- Refund Application Form
- GCA- RPL Application Form
- GCA- Second Warning Letter for Non-Payment of Fees
- GCA- Withdrawal Application Form

The above listed documents can be found in the Enrolment Supporting Documents folder.



• Student Enrolment and Completion Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline GCA approach to student enrolment and completion. This ensures that there are structured processes in place for the enrolment of students, issuing of credit transfer and recognition of prior learning, changes to services and the issuing of certificates on completion.

This policy and associated procedures meet the requirements of Standard 1, 3, 5 and 7 and associated clauses of the Standards for RTOs 2015, as well as Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Enrolment

- Information about the enrolment process is provided in Prospectus and the International Student Handbook.
- Applicants must meet the entry requirements in order to be accepted into a course. The entry requirements are included in each Prospectus.
- On receipt of an application, a course entry interview will be conducted, and a decision made on whether the student is suitable for the course based on the course entry interview and the documentation provided by the student in support of their application.
- Where a student is accepted into the course they are provided with an Offer Letter and Student Agreement for signing to indicate their acceptance of the offer. The Offer Letter and Student Agreement meets all of the requirements of Standard 3 of the National Code. Fees are only accepted concurrently with or following acceptance of the Offer Letter and Student Agreements as per GCA Fees and Refunds Policy and Procedure.
- GCA uses an AVETMISS compliant Student Management System to record all student information.
- Records of all enrolment records including the Offer Letter and Student Agreement and associated receipts of payment are retained for at least 2 years.



Credit transfer and RPL

- Credit towards a student's course can be provided by credit transfer or RPL. This means that students do not have to repeat units (or equivalent) already achieved and can be recognised for formal and informal learning, skills and experience.
- GCA will review all AQF certification and authenticate it as part of the process of awarding credit.
- Applicants who wish to apply for RPL will be provided with a Candidate Kit. The RPL process will be followed as per the Training and Assessment Policy and Associated Procedures.
- Applicants will be advised in writing of the outcome of their application for credit transfer and/or RPL. Where the credit provided results in a reduction of the duration of the course and fees, this will also be advising in writing.

Changes to services

- Students are informed within 3 working days of any changes to services as documented in the Student Agreement, including where there are third party arrangements and changes in ownership.
- Where GCA is unable to offer a course prior to or following commencement, refunds will be in accordance with the Fees and Refunds Policy and Associated Procedures.

Completion

- Students are issued with certification documentation following completion of their course. All certification documentation complies with Schedule 5 of the Standards and includes a mechanism to ensure it cannot be fraudulently reproduced.
- Certification documentation will only be issued where the student's USI is on file and has been verified and where the student has paid their fees in full.
- Certification will be issued within 30 days of completion subject to the payment of all fees. All certificates issued are recorded in the Student Management System and are kept for a period of 30 years.
- Confirmation of the issuing of certificates will be provided to those who need to verify certificates.
- Certificates can be reissued on request.



Procedures

1 Process enrolment

- 1.1 Provide application for enrolment forms to applicants on request.
- 1.2 On receipt of an enrolment, check that the enrolment form has been completed in full and that all supporting information has been provided.
- 1.3 Send an acknowledgement that the enrolment form has been received within 3 working days of receipt. Request additional information not provided as relevant.
- 1.4 Enter the applicant's details into the secure Student Management System.
- 1.5 Where the USI has not been received, make a note on the applicant's file that it is to be completed at the orientation.
- 1.6 Verify all USIs.

2 Conduct course entry interview

- 2.1 Contact the applicant to arrange a suitable date and time for the course entry interview. This should be within 4 working days of receipt of the application for enrolment.
- 2.2 Conduct the course entry interview using the Course Entry Interview form.
- 2.3 Complete the Course Entry Interview form including an assessment of whether the applicant is suitable for the course.

This should also include an assessment of the student's English language proficiency to ensure evidence is provided that the student satisfied the entry requirements specified for English language proficiency.

Generally, students are required to demonstrate English language proficiency through evidence of:

- an IELTS* score of 6.0 (test results must be no more than 2 years old); or
- having been educated for at least 5 years in an English-speaking country;
or
- having completed at least a Certificate III level or IV course in an Australian GCA within the last 2 years (check the Prospectus for the level); or
- completion of another English Language Test such as PTE and TOEFL (results should also be no more than 2 years old).

- 2.4 Compare scores to check equivalence to IELTS 6.0 as required using the following websites:

<https://www.mentoroverseas.com/training/score-comparison/>

<https://www.cambridgeenglish.org/Images/461626-cambridge-english-qualifications-comparing-scores-to-ielts.pdf>



3 Process credit transfer

- 3.1 Review the student's application for enrolment form to check if they wish to apply for credit.
- 3.2 If the applicant has not included the required evidence but has indicated they wish to apply for credit transfer, contact them to provide the certificate.
- 3.3 Contact the issuing (RTO) to verify that the certificate is authentic. USI transcript will also be used to verify the authenticity of the AQF documents.
- 3.4 Where the certificate is authentic, update the student's details on the Student Management System and advise the student of the reduction to their course duration and fees. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See Fees and Refunds Policy and Associated Procedures for calculation for reduction of fees.
- 3.5 Issue the student's CoE with the reduced duration.
- 3.6 Report the change of course duration in PRISMS.

4 Process Recognition of Prior Learning

- 4.1 Review the student's application for enrolment form to check if they wish to apply for RPL.
- 4.2 Send the student the Candidate Kit.
- 4.3 RPL applications are conducted as per the procedure described in the Training and Assessment Policy and Associated Procedures.
- 4.4 Update the student's details on the Student Management System following the outcome of the RPL process and advise the student of the reduction to their course duration and fees as applicable. The reduction in course duration will be as per the amount of time allocated in the timetable to the unit that the student has received credit for. See Fees and Refunds Policy and Associated Procedures for calculation for reduction of fees.
- 4.5 Report the change of course duration in PRISMS.

5 Finalise enrolment process

- 5.1 If the applicant is suitable for the course, create a student file.
- 5.2 Verify the student's USI or create a USI for the student following the procedures for such at: <https://www.usi.gov.au/training-organisations>
- 5.3 Customise the Offer Letter and Student Agreement for the student and send out to the student for signing. This should occur within 5 working days of receipt of the application for enrolment. The signing of the Offer Letter and Student Agreement indicates the student has accepted all terms and conditions.



- 5.4 On receipt of the signed Offer Letter and Student Agreement, send out an invoice for the first payment.
- 5.5 Following receipt of the first payment by the student, create a CoE in PRISMS following the instructions in the PRISMS User Guide.
- 5.6 Use the student file checklist to confirm all the information has been collected.

6 Manage student files

- 6.1 Update student files throughout the course according to relevant events including but not limited to course progress and attendance, support, course credit, course transfer, deferral, suspension and withdrawal and disciplinary action. Refer to all of the relevant policies and procedures for student file management.
- 6.2 Update Student Agreements as relevant based on any changes that occur once the student has enrolled (this also includes changes to third party arrangements including new third-party agreements or changes in ownership). Send to the student for agreement within 3 working days of signing and adjust fees and the CoE as required.
- 6.3 Send out emails to students every 6 months requesting advice of any change of contact details (note students are also required to provide these within 7 days of any change).
- 6.4 Update student details as required based on changes to contact details.

7 Finalise certification

- 7.1 Immediately record student assessment outcomes on the Student Management System on receipt of marked work from trainers/assessors.
- 7.2 Once all units have been completed, check that the student has paid all fees and charges.
- 7.3 Contact the student in writing regarding unpaid fees and charges if applicable.
- 7.4 Check the student's USI is on file and contact the student in writing if this has not been received.
- 7.5 Populate the testamur and record of results or statement of attainment with the student and award details.
- 7.6 Sign certification (authorised signatory).
- 7.7 Have the certification ready within 10 working days of the student having been assessed as meeting all of the requirements of their course (and having paid all of their fees and charges).
- 7.8 Retain the student's certification on file for a period of 30 years.
- 7.9 Advise the student via email that their certificate is ready for collection or email an electronic version or send via post.



7.10 Retain all student details including assessment outcomes for a minimum of 2 years.

Responsibilities

The Administration and Student Support Officer will be responsible for:

- checking all incoming applications for enrolment
- populating and sending out Offer Letters and Student Agreements
- invoicing
- using the student management system
- student file maintenance.

GCA Compliance Manager will be responsible for:

- conducting course entry interviews and approving student applications.
- reviewing and approving all applications for credit transfer.
- coordinating notification of changes to services and updating agreements.
- issuing certification.

Trainers and assessors are responsible for conducting RPL.

GCA to ensure that all the staff members who are responsible for determining overseas students' suitability to enter and successfully complete a course with GCA have skills and knowledge to do so.

All staff is made aware of the relevant overseas student support policies, associated procedures and requirements under the ESOS framework. This is done as a part of the recruitment process, during the induction and all along their tenure.

Every support staff member has an opportunity to ask questions and seek clarifications from GCA Compliance Manager regarding policies, associated procedures and requirements of the ESOS framework.

Every staff members have access to all the relevant policies and procedures, including student support policy and associated procedures, so that they can go through and familiarise themselves with the process involved in the implementation.

(Refer to Staff Recruitment Policy and Associated Procedures for further information)

- **Fees and Refunds Policy and Associated Procedures**

Purpose of the policy

This policy and associated procedures outline GCA approach to the effective and fair management of fees, charges and refunds. This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures meet the requirements of Clauses 5.3 and 7.3 and Schedule 6 of the Standards for RTOs 2015 and Standards 2 and 3 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, as well as the ESOS Act 2000 and the ESOS (Calculation of Refund) Specification 2014.



Policy statements

Information about fees and charges

GCA is committed to providing students with information about all fees and charges associated with a course, as well as its refund policy and processes.

Prospective students can access information about fees and charges and refunds in the International Student Handbook and Prospectus.

Enrolling students are fully informed of all fees and charges and the refund policy in the Offer Letter and Student Agreement.

The Offer Letter and Student Agreement includes details of all applicable fees and charges, including the application fee, tuition and non-tuition fees and the payment schedule for such and payment options. It also describes the student's consumer rights, including the right to a cooling off period depending on the relevant state/territory requirements.

Students are advised of the potential for fees and charges to change over the duration of their course.

Students are advised of any statutory cooling off period in their Offer Letter and Student Agreement.

All fees and charges will be reviewed annually, and all marketing material and student information will be updated accordingly. New fees and charges will generally only apply to incoming students.

Additional fees that may apply in addition to tuition and non-tuition fees include:

Additional fees that may apply	Amount
Deferral fee	Nil
Reassessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee).	\$100
Fees for late payment of course fees	\$100 per week for each week the payment for course fees is delayed
Credit transfer	Nil
RPL	Application fee of \$250 Unit fee \$500

Fee protection

Fees paid by students are protected as follows:

- k) Domestic students: students pay up to a maximum of \$1,500 in advance for services not yet provided.
- l) International students: international student fees are protected through the following mechanisms:
 - o Maintaining a sufficient amount in GCA account so that so that it is able to repay all tuition fees already paid.
 - o Through membership of the Tuition Protection Scheme (TPS). The role of the TPS is to assist international students where the Registered Training Organisation is unable to fully deliver their



course of study. The TPS ensures that international students are able to either complete their studies in another course or with another education provider or receive a refund of their unspent tuition fees.

- In addition, international students are not required to pay more than 50% of course fees prior to commencement, except where a course is less than 26 weeks. However, any international student may choose to pay their fees in full or a greater amount than 50%.

Payments

Payment options are specified in the Offer Letter and Student Agreement.

All fees and charges are to be paid by the date indicated on the invoice. However, where a student is unable to make a payment by the specified date, alternative arrangements may be made by contacting the office.

All payments are to be made by bank transfer into a specified account, the details of which are provided to students. GCA will maintain a sufficient amount in the account so that it is able to repay all tuition fees already paid.

Where fees are overdue and the student has not made alternative arrangements, a first warning, second warning and notice of intention to report regarding non-payment of fees will be sent to the student as follows:

- First warning letter: failing to pay an invoice within 5 days of receipt or contacting GCA to make alternative arrangements.
- Second warning letter: failing to pay an invoice within 5 days of receipt of the first warning letter or contacting GCA to make alternative arrangements.
- Notice of intention to report failing to pay an invoice within 5 days of receipt of the second warning letter or contacting GCA to make alternative arrangements.

Following cancellation of enrolment due to non-payment of fees, the debt will be referred to a debt collection agency.

All receipts of payments are kept for a minimum of 2 years following the student's completion of their course.

Credit transfer and RPL

A reduction of fees can apply for any units granted through credit transfer and RPL. The course tuition fees should be divided by the number of units and then the reduction applied per unit for the applicable number of units. This should be shown on the invoice.

Refunds

Refunds for international students are calculated in accordance with the ESOS framework.

All application fees are non-refundable except where GCA cancels a course prior to commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on the GCA.

Where GCA cancels a course either before or after commencement, students will receive an automatic refund and do not need to complete the Refund Application Form. This will be provided within 10 working days of the default.



In all other circumstances, students are required to complete a Refund Application Form which can be accessed from our office. This form must be submitted within 10 working days of the event that led to the request for the refund. The outcome of the refund assessment will be forwarded to the student in writing within 20 working days, as well as any applicable refund.

Refunds will be paid to the person or entity from whom the original payment was received and in Australian Dollars.

The refund policy does not remove the right of the student to take further action under Australian Consumer Law.

Domestic student refunds

In addition to the above circumstances, refunds for domestic students will be calculated as follows:

<i>Circumstance</i>	<i>Refund due</i>
GCA cancels course before commencement due to insufficient numbers or other unforeseen circumstances, including a sanction being imposed on GCA (known as provider default).	Full refund of all fees.
GCA cancels course due to unforeseen circumstances, including a sanction being imposed on GCA (known as provider default).	Application fee not refunded. Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing GCA to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.

International student refunds

In addition to the above circumstances, refunds for international students will be calculated as follows:



GLOBAL COLLEGE AUSTRALASIA

GCA No. 45088 CRICOS CODE: 03564F

Moore St Campus
 21 Moore Street, East Perth, WA 6004
Wellington St Campus
 176 Wellington Street, East Perth, WA 6004
General Enquiry: 1300 886 340
Marketing & Enrolment: 0448 465 445
E-mail: admissions@globalcollege.edu.au
Website: www.globalcollege.edu.au

<i>Circumstance</i>	<i>Refund due</i>
GCA cancels course before commencement	Full refund of all fees.
GCA cancels course following commencement	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
GCA has not provided an Offer Letter and Student Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Student withdraws up to 4 weeks prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws less than 4 weeks prior to course commencement.	Application fee not refunded. Refund of 90% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for full study period (term) to be paid.
Student breaches a visa condition.	No refund. Fees for full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing GCA to withdraw the offer of the course prior to commencement.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa because they did not pay start their course at the agreed location on the agreed starting day or they withdrew from their course with GCA, or they did not pay an amount due.	No refund. Fees for full study period (term) to be paid.
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The total amount of all course fees (tuition and any non-tuition fees) received or less whichever is the lower amount of 5% of the total amount of the fees or the sum of \$500.
The student is refused a visa and has already commenced their course.	The total amount of all course fees (tuition and any non-tuition fees) received for less whichever is the lower



<i>Circumstance</i>	<i>Refund due</i>
	amount of 5% of the total amount of the fees or the sum of \$500.

Procedures

1 Process invoices

- 1.1 Set up invoices in the accounting system as per the payment schedule in the signed Offer Letter and Student Agreement.
- 1.2 Send out invoices to students according to the payment schedule.
- 1.3 Once the invoice has been paid, send out a receipt of payment from the accounting system.
- 1.4 Record payment in PRISMS following recording payment instructions included in the PRISMS user guide.
- 1.5 Keep all receipts of payments for a minimum of 2 years after the student has completed their course.

2 Manage overdue fees

- 2.1 Check accounting system for overdue payments.
- 2.2 Send out a payment reminder through the accounting system for overdue fees. Give a further 5 days for payment.
- 2.3 Where invoices remain unpaid following the reminder, send out a First Warning Letter for non-payment of fees.
- 2.4 If fees remain unpaid after a further 5 days, follow up with a Second Warning Letter for non-payment of fees.
- 2.5 If fees remain unpaid after a further 5 days, follow up with a Notice of Intention to Report for non-payment of fees.
- 2.6 Where the student does not pay their fees and does not appeal the decision, report provider decision to cease enrolment for non-payment of fees on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

3 Process refunds

- 3.1 For provider default notify students in writing using the Student Notice of Default Form within 3 working days of the default occurring.
- 3.2 Transfer the refund to the person who made the payment.



- 3.3 Process all other refunds according to the refund table and on receipt of a request for refund from a student on Application for Refund form.
- 3.4 Update the accounting system with details of payments made.

4 Notify of provider default

- 4.1 In relation to provider default, notify in writing ASQA and the TPS of the default within 3 working days of it occurring using the Notice of Provider default form.
- 4.2 Submit a Notice of Discharge of Obligations to ASQA and the TPS advising of the actions taking and within 7 days of completing all required actions.
- 4.3 In relation to provider default, notify in writing to ASQA and the TPS of the default within 3 working days of it occurring using the Notice of Provider default form.

Responsibilities

The Administration and Student Support Officer is responsible for issuing invoices, following up on overdue fees and issuing warning letters and a cancellation notice for non-payment of fees and issuing refunds.

GCA Finance Accounts Coordinator is responsible for discussing and adjusting student financial arrangements if required, assessing refund applications and approving refund payments.

The CEO is responsible for provider default notification.



Support and Progression

Policies and associated procedures in this section:

- Student Support Policy and Associated Procedures
- Course Progress and Attendance Policy and Associated Procedures
- Deferral, Suspension and Cancellation Policy and Associated Procedures

Listed below are associated supporting documents for these policies and procedures

- GCA Orientation Presentation
- GCA Student Code of Conduct
- GCA Student Support Plan
- GCA External support referrals
- GCA Intervention Form
- GCA First Warning Letter for Unsatisfactory Course Progress/Attendance
- GCA Second Warning Letter for Unsatisfactory Course Progress/Attendance
- GCA Notice of Intention to Report for Unsatisfactory Course Progress/Attendance
- GCA Deferral Application Form
- GCA Suspension Application Form
- GCA Withdrawal Application Form

The above listed documents can be found in the Support and Progression Supporting Documents folder.



Student Support Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline GCA approach to student support. This ensures that support is provided to students to assist them to complete their studies.

This policy and associated procedures meet the requirements of Standard 6 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Student support

GCA is committed to assisting students to complete their studies through the provision of academic and welfare support.

Student support needs may concern (but are not limited to):

- language, literacy and numeracy (LLN) issues
- disability
- digital literacy
- access
- cultural issues.

Student support needs are considered during the course development process by assessing the needs of the proposed target group and ensuring that the proposed training and assessment approach takes these needs into account.

As part of the enrolment process, GCA requires students to participate in a course entry interview. The course entry interview identifies student suitability for the course, as well as their support needs.

Where support needs are identified, a Student Support Plan is developed on commencement of the student in the course and in collaboration with the student. The Student Support Plan is regularly reviewed and adjusted as required.

GCA ensures that sufficient support staff are in place to meet the needs of the enrolled students. GCA nominates specific personnel for student support, the details of whom are provided to students.

A culturally appropriate orientation is provided to students to assist them to adjust to study and life in Australia.

Students are provided with information about the support services available in the International Student Handbook and as part of their orientation.

Support services provided by GCA can include:

- one-to-one support from the trainer/assessor
- support with personal issues
- access to additional learning resources
- reasonable adjustment in assessment
- social events
- buddy program



- information about external sources of support.

Where GCA is unable to provide the support service required by the student, GCA will refer the student to an external provider.

GCA surveys students about support services provided and uses the feedback to improve services provided.

Procedures

1 Assess student support needs during the course development process

- 1.1 Consider support needs of the target group for the course during the course development process.
- 1.2 Review any feedback on support services that can inform support to be provided.
- 1.3 Document agreed support services for the course in the Training and Assessment Strategy and Prospectus.
- 1.4 Check Student Handbook and Orientation PowerPoint and update as required with the identified student support services, including details of how to access for both internal and external services.
- 1.5 Ensure all staff have access to up-to-date details of student support services.

2 Assess student support needs during the course entry interview process

- 2.1 Conduct course entry interview and identify specific support needs.
- 2.2 Discuss available support services with the student.
- 2.3 Use the Student Support Plan form to document the student's needs and how these will be actioned.
- 2.4 Refer the student to external support services where the support need cannot be met.

3 Provide orientation

- 3.1 Organise the orientation for students prior to commencing their course or on the first day of their course.
- 3.2 Conduct the orientation using the Orientation PowerPoints. For those students arriving late, PowerPoint slides will be shared, and follow-ups will be done to ensure they understand all the information provided.
- 3.3 Answer all student questions.

4 Monitor student support needs

- 4.1 Regularly review the Student Support Plan to ensure actions are being implemented as required.
- 4.2 Adjust the Student Support Plan in consultation with the student as required.



- 4.3 At the conclusion of the student's course or when the Student Support Plan is complete, evaluate the effectiveness of the plan in consultation with the student.
- 4.4 Use the evaluation results to improve support services offered.
- 4.5 Regularly review external support services to check their details are the same as referred to in the Student Handbook and Orientation PowerPoint and to enter in any new services.

Responsibilities

GCA Student Support Supervisor is responsible for:

- Considering student support needs during the course development process.
- Conducting course entry interview and identifying student needs.
- Developing and monitoring the Student Support Plan.
- Evaluating the effectiveness of student support provided.
- Providing orientations.

The Administration and the Student Support Officer is responsible for:

- Providing students with information about support services.
- Providing referrals to external services.
- Referring students to Student Support Supervisor.

Updating orientation slides and students support services as needed in consultation with the Student Support Supervisor.

Trainers and assessors are responsible for notifying the Student Support Supervisor of a student's support needs.



Course Progress and Attendance Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline GCA approach to ensuring international students maintain satisfactory course progress and attendance throughout their studies to ensure they can complete their course within the required duration as specified in their confirmation of enrolment (CoE). This policy and associated procedures also outline the procedures for managing unsatisfactory progress.

This policy meets the requirements of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Overview

GCA monitors international students' course progress and attendance to ensure they are able to complete their course within the required duration.

The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

GCA advises students before they commence their course of the requirements to achieve satisfactory course progress and attendance, including that students who do not meet course progress requirements are at risk of having their visas cancelled. This advice is included in the International Student Handbook, Prospectus and within the Orientation.

All records of course progress and monitoring will be kept.

Monitoring course progress and attendance

A number of strategies will be used to determine whether a student is at risk of or is making unsatisfactory progress and attendance.

Course progress and attendance is monitored weekly during each study period as follows:

- By reviewing satisfactory completion of assessments.
- By reviewing the student's attendance record to ensure that they attend a minimum of 80% of their scheduled classes and have not been absent for more than 5 consecutive days without approval for a leave of absence.
- By assessing the student's participation in class.

Course progress monitoring will determine the need for a student to participate in an intervention strategy. GCA commits to an early intervention approach.

A student will be deemed at risk and be required to participate in an intervention strategy if:

- they have an overall result of Not Yet Competent for a unit
- do not attend classes on a regular basis
- do not participate in learning activities within the classroom.

All course progress and attendance monitoring is achieved by reviewing data on the student management system.



Intervention strategy

Students who are identified at risk of not meeting course progress and attendance requirements are required to participate in an intervention strategy.

The intervention strategy will be developed to meet the student's needs and documented in an Intervention Strategy Form.

Students who are identified as being at risk will be informed in writing that they are at risk. This will be in the form of two formal warning letters and an intention of notice to report as follows:

- First warning letter: after failing one or more assessment tasks of a unit following resubmission and/or not meeting a minimum of 80% attendance requirements.
- Second warning letter: after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit and/or not meeting minimum of 80% attendance requirement despite an intervention strategy.
- Notice of intention to report after failing one or more assessment tasks of a unit following resubmission and/or failing additional assessment tasks of a unit and/or not meeting minimum of 80% attendance requirement despite an intervention strategy.

Exceptions

An exception may be made where a student is attending at least 70% of the course contact hours and is maintaining satisfactory progress.

Extension to an expected course duration

Extensions to the course duration specified on the CoE will be allowed if:

- compassionate or compelling circumstances apply and demonstrable evidence of such is provided
- where an intervention strategy is in place (or is about to be implemented) for the student because they are at risk of not meeting course progress or attendance requirements.
- an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

Reporting

Where a student has demonstrated unsatisfactory course progress and/or attendance in a study period despite interventions implemented, GCA will:

- notify the student in writing of the intention to report the student for unsatisfactory course progress and/or attendance
- inform the student of the reasons for the intention to report
- advise the student of their right to dispute the decision by accessing GCA Complaints and Appeals Policy Procedure within 20 days of receiving the notice of intention to report.

GCA will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:



- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period; or
- the student has chosen not to access the external complaints and appeals process: or
- the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

All records will be kept on the student's file including warning letters and the notice of intention to report.

Procedures

1

Assess course progress and attendance

- 1.1 Review data from student management system on a weekly basis to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.
- 1.2 Check and record student attendance daily using an Attendance Sheet, the results of which are entered into the Student Management System. An attendance rate is calculated each week.
- 1.3 Contact student via SMS and email if the student has been absent for more than 5 consecutive days without approval or they will not be able to achieve 80% attendance, This should be repeated until the student responds. Inform the student that their immediate attendance is required, and they will receive a First Warning Letter as specified below.
- 1.4 Review data from student management system on a weekly basis to determine if students are at risk of not meeting course progress requirements as per the definitions in the policy.

2

Provide first warning and commence intervention strategy

- 2.1 Send the student a First Warning Letter of Unsatisfactory Course Progress/Attendance. Include the letter on the student's file.
- 2.2 Use the Intervention Form to guide the meeting with the student.
- 2.3 Document agreed interventions on the Intervention Form and implement immediately. Include the Intervention Form on the student's file.
- 2.4 Monitor progress though regular communication and document progress on form.
- 2.5 In consultation with the student, adjust the intervention if required and update the Intervention Form
- 2.6 Sign off on form when the intervention is complete, and the student is meeting course progress/attendance requirements.



3 Provide second warning

- 3.1 Where the student is still not meeting course progress/attendance requirements, send the student a Second Warning Letter of Unsatisfactory Course Progress/Attendance.
- 3.2 Use the Intervention Form to guide the meeting with the student.
- 3.3 Advise the student that despite the interventions agreed to, they have still not been making progress. Identify their reasons for such and document in the progress report section of the Intervention Form.
- 3.4 Document any agreed adjusted interventions on the Intervention Form and implement immediately.
- 3.5 Monitor progress through regular communication and document progress on form.
- 3.6 Sign off on form when the intervention is complete, and the student is meeting course progress/attendance requirements.

4 Advise of Notice of Intention to Report

- 4.1 Where the student is still not meeting course progress/attendance requirements, send the student a Notice of Intention to Report for Unsatisfactory Course Progress/Attendance.
- 4.2 If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress requirements.
- 4.3 Complete all actions associated with cancellation such as removal of student's email account, access to GCA property and so on.

Responsibilities

GCA Student Support Supervisor is responsible for:

- reviewing data to check course progress and attendance
- conducting meetings with students and developing and monitoring intervention strategies
- reviewing student appeals in relation to course progress
- reporting students through PRISMS.

The Administration and Student Support Officer is responsible for:

- issuing warning letters and notices of intention to report.

Trainers and assessors are responsible for notifying the Student Support Supervisor of students they consider to be having difficulties with course progress and/or attendance.



Deferral, Suspension and Cancellation Policy and Associated Procedures

Purpose of the policy

This policy and associated procedures outline GCA approach to managing the enrolment of international students, specifically deferrals, suspensions and cancellations, and ensuring all required information about enrolments is entered into PRISMS.

This policy and associated procedures meet the requirements of Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Policy statements

Student-initiated deferral or suspension or cancellation

International students can defer or suspend their studies. GCA allows the deferral or suspension of studies where evidence of compassionate or compelling circumstances can be provided by students.

Evidence of compassionate or compelling circumstances will be considered as part of the decision about suspension or cancellation.

Deferrals and leave of absences will be approved for up to 12 months. However, following this the student's enrolment will be cancelled.

International students may withdraw from their course at any time. Where an international student has not already completed six months of their principal course of study, their application will be assessed as per GCA Course Transfer Policy and Associated Procedures. International students are entitled to a refund as per GCA Fees and Refunds Policy and Associated Procedures.

Provider-initiated suspension or cancellation

A student's enrolment may be cancelled or suspended by GCA in a range of circumstances:

- misbehaviour (i.e. not abiding by the Student Code of Conduct as outlined in this Handbook)
- not paying course fees
- not meeting course progress and attendance requirements.

Not paying course fees and not meeting course progress and attendance requirements will be managed as documented in the Fees and Refunds and Course Progress and Attendance Policy and Associated Procedures.

Any student who breaches the Code of Conduct as applicable to expected behaviour will be immediately suspended. Their case will be considered during the period of suspension and the student may then be reinstated or have their enrolment cancelled.

Where any of the above circumstances apply, the student will be contacted in writing with regard to the intended suspension or cancellation and the reasons for this.

Students will be able to access the Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

Students will not be reported until the internal appeal process is complete unless their health and wellbeing or that of others could be at risk.



Students are advised to contact the DHA to seek advice on their student visa.

Procedures

1 Process deferrals

- 1.1 Provide Deferral Form to students who request deferral.
- 1.2 Assess Deferral Form and supporting evidence to confirm that compassionate or compelling circumstances exist.
- 1.3 Complete assessment and advise student of outcome within 5 working days of receipt.
- 1.4 Where the application for deferral is approved, advise the student in writing of such.
- 1.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.
- 1.6 For approved deferrals, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.
- 1.7 Issue the updated CoE to the student.

2 Process student-initiated suspension of enrolment

- 2.1 Provide Request for Suspension Form to students who request suspension.
- 2.2 Assess Request for Suspension Form and supporting evidence to confirm that compassionate or compelling circumstances exist.
- 2.3 Complete assessment and advise student of outcome within 5 working days of receipt.
- 2.4 Where the application for suspension is approved, advise the student in writing of such.
- 2.5 Where the application is not approved, advise the student in writing of such indicating the reasons, any refunds due and advising them of their right to appeal the decision within 20 working days.
- 2.6 For approved suspensions, report a student course variation (SCV) on PRISMS within 31 days of the request being approved and according to the instructions provided in the PRISMS user guide.
- 2.7 Issue the updated CoE to the student.

3 Process student-initiated cancellation of enrolment

- 3.1 Provide Withdrawal Form to students who request to withdraw. Ensure that this is only provided to students who have completed more than six months of their principal course of study. Otherwise, the student will need to complete a Release Letter Application Form.
- 3.2 Review Withdrawal Form to ensure all details have been provided.



- 3.3 Notify the student in writing within 5 working days of receipt of application of confirmation of their withdrawal and any refund as application as per GCA Fees and Refunds Policy and Associated Procedures.
- 3.4 Record the student's withdrawal on the SMS.
- 3.5 Report Student Notified Cessation of Studies on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

4 Manage provider-initiated cancellation of enrolment

- 4.1 Where a student misbehaves (i.e. they contravene the Student Code of Conduct), immediately investigate the incident.
- 4.2 Where the incident is considered serious to warrant further investigation, inform the student in writing of the suspension including the reasons why and the dates from which the suspension applies, as well as their right to appeal the decision within 20 working days of receiving the notice.
- 4.3 Further investigate the student's misbehaviour.
- 4.4 Inform any other relevant agencies of the issue concerning the student such as in the case of fraud or violence.
- 4.5 Where the investigation deems the student can be reinstated, advise the student in writing that their suspension is lifted.
- 4.6 Where the investigation deems the student's behaviour as so serious that they cannot be reinstated, advise the student in writing of the cancellation of their enrolment, including the reasons for the decision.
- 4.7 Record the student's withdrawal on the SMS.
- 4.8 Report provider decision to cease enrolment for disciplinary reasons on PRISMS within 31 days of the withdrawal being processed and according to the instructions provided in the PRISMS user guide.

Responsibilities

GCA Management is responsible for:

- investigating student misbehaviour
- making decisions regarding student misbehaviour and cancellation
- reporting decisions on PRISMS regarding provider-initiated suspension and cancellation.

The Student Support Supervisor is responsible for:

- assessing deferral requests and reporting deferrals on PRISMS
- assessing suspension requests and reporting suspensions on PRISMS
- processing withdrawals.



PRISMS Information Maintenance and Update Policy

Policy Statement:

GCA is committed to maintaining accurate and up-to-date information on PRISMS (Provider Registration and International Student Management System) in compliance with the ESOS (Education Services for Overseas Students) National Code and relevant legislative requirements. This policy outlines the procedures and responsibilities for ensuring the integrity and currency of data on PRISMS.

Procedure:

Designated Personnel:

The Registered Training Organisation (GCA) shall designate specific personnel responsible for maintaining and updating information on PRISMS. These individuals will be trained in PRISMS operations and familiar with ESOS requirements. GCA Student Support Supervisor or delegate will be ultimately responsible for ensuring that information on PRISMS is correct and accurate at all times.

Regular Review:

GCA Student Support Supervisor shall conduct regular reviews of all information stored on PRISMS to ensure accuracy and currency.

Reviews should be scheduled at least quarterly or more frequently if necessary to align with reporting requirements or changes in information.

Data Verification:

Any updates or changes to student enrolment, course offerings, provider details, or any other relevant information must be promptly verified for accuracy before being inputted into PRISMS.

Verification processes may include cross-referencing with internal records, consultation with relevant staff members, or confirmation from authoritative sources.

Documented Changes:

All updates and changes made to PRISMS must be documented systematically, including the date of the change, the reason for the update, and the individual responsible for the modification.

Documented changes serve as an audit trail and provide transparency in the maintenance process.

Compliance Check:

Before submitting any changes to PRISMS, GCA Student Support Supervisor or delegate will ensure that the modifications comply with the requirements outlined in the ESOS National Code and other relevant legislation.



Timely Updates:

Information on PRISMS must be updated promptly to reflect any changes in circumstances, such as new course offerings, student enrolments, provider details, or regulatory requirements.

Delays in updating information may lead to non-compliance with regulatory obligations and could adversely affect the GCA's standing.

Quality Assurance:

GCA shall implement quality assurance measures (quarterly reviews) to monitor the accuracy and reliability of data inputted into PRISMS.

Regular audits and spot checks may be conducted to validate the integrity of information stored on PRISMS.

Staff Training and Awareness:

All staff members involved in the management and updating of PRISMS information shall receive appropriate training on PRISMS operations, ESOS compliance, and the significance of accurate data maintenance.

Awareness sessions may be organized periodically to reinforce the importance of data integrity and compliance with regulatory requirements.

Reporting Requirements:

GCA shall adhere to reporting requirements stipulated by ASQA, including but not limited to regular reporting to the Department of Education, Skills and Employment (DESE), and the Tuition Protection Service (TPS).

Data submitted for reporting purposes must align with the information stored on PRISMS and reflect the most recent updates and changes.

Review and Revision:

This policy shall be reviewed annually or as deemed necessary to ensure alignment with legislative changes, best practices, and organisational requirements. Any revisions to this policy shall be communicated to relevant staff members and stakeholders.

Approval:

This policy has been approved by the CEO and is effective from 01 January 2024.