

Student Handbook

A Guideline for the best experience in your student journey with Level Up Academy





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Welcome

We are honored that you are considering Level Up Academy (LUA) as your destination for education and training. We understand that choosing the right place to study is a crucial decision, which is why we're committed to providing you with a positive and resourceful learning environment that enhances your learning experience.

Our experienced teaching staff is dedicated to understanding your needs and helping you achieve your goals. We believe that education is not just about learning, but also about empowering you to achieve your full potential. That's why, at LUA, we offer a direct pathway for graduating students to continue their higher education studies at renowned Australian Universities. You will receive guaranteed credit from your LUA course when commencing an approved Undergraduate Degree or Master's Degree aligned with your field of study, which will further enhance your professional development and future employability.

Our student handbook provides useful information about student life in Australia and how LUA courses can empower and provide a learning environment that fosters quality education and training with strong support services. We encourage you to access this handbook for reference throughout your LUA student journey at www.levelupacademy.vic.edu.au.

On behalf of the Level Up Academy team, I warmly welcome you to begin your student journey with us. We are committed to helping you achieve your goals and believe that our success lies with our students' success. Join us at LUA and let's work together to unlock your full potential.



Gurbir Gill
PEO OF LEVEL
UP ACADEMY

Our Obligation as your RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

Courses Provided by Level Up Education and Training Academy

Level Up Education and Training Academy offers the following courses, please click the link to view more information on the course page of our website,

ELICOS | English Language Intensive Courses

General English
CRICOS 095630F | BSB40920

IELTS
CRICOS 095630F | BSB50215

VET | Vocational Education and Training

Certificate III in individual Support
CRICOS 114572E | CHC33021

Certificate IV in Support of Disability
CRICOS 114573D | CHC43121

Certificate IV in Project Management
CRICOS 109372M | BSB40920

Diploma of Project Management
CRICOS 109372M | BSB50215



Why Level Up Academy?



1) Native Teachers

Creating English classes with Native English-speaking teachers and integrating fun activities can significantly enhance the learning experience for students. Here are some key aspects to develop this idea further:

- Interactive Learning
- Cultural Immersion
- Language Games
- Guest Speakers
- Community Engagement



2) Personalised Support

The creation of a personalized English learning institution that offers one-on-one support presents a highly effective approach that caters to the unique needs of students and maximizes learning outcomes. By focusing on individual requirements, students are more likely to achieve desired results. For optimal results, it is recommended to explore various avenues to enhance this concept.



3) Nationality Balance

When students from different countries come together in a learning environment, they bring with them unique perspectives, customs, and traditions. This diversity can create a dynamic and enriching experience for everyone involved. By interacting with peers from different backgrounds, students can gain a deeper understanding of different cultures, broaden their worldview, and develop important social skills. These connections can also lead to lifelong friendships and professional networks that span the globe.



4) Good Quality/ Price

By developing a comprehensive promotional strategy with a focus on value, urgency, and customer experience, the special promotion offering high-quality lessons at a discounted price until July 31st can attract prospective students, drive enrollment, and contribute to the success of the language learning program.

Our Values

Cultural Diversity

Celebrate and embrace cultural diversity by fostering cross-cultural understanding, promoting inclusivity, and creating opportunities for global dialogue and collaboration.

Integrity

Uphold high ethical standards, transparency, and honesty in all interactions with students, staff, and stakeholders, building trust and credibility within the learning community.

Empowerment

Empower students to take ownership of their learning journey, develop critical thinking skills, and build confidence in using English effectively for communication and personal growth.

Community Engagement

Engage with the local community and global networks to create partnerships, promote social responsibility initiatives, and contribute positively to society through language education and cultural exchange.

Positive Impact

Strive to make a positive impact on students' lives, career prospects, and cultural understanding, creating a lasting legacy of empowered individuals contributing to a more connected and inclusive world.

Our contact details

☎ (+61) 409 485 429

✉ admissions@levelupacademy.vic.edu.au

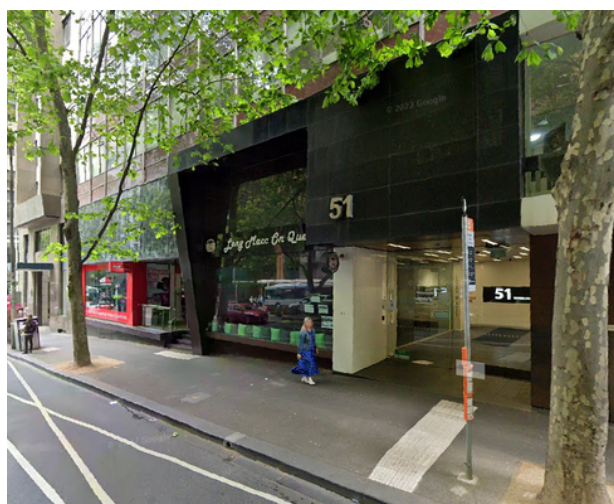
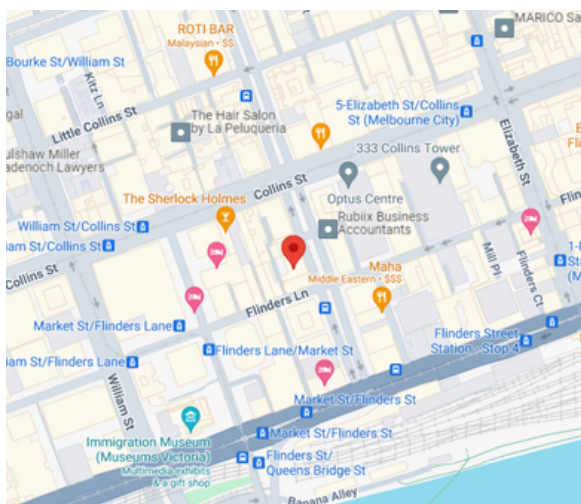


Operating Hours

1. Level Up Academy campuses are open weekdays (excluding public holidays and Christmas holidays).
2. Our Reception (Front Desk) operates Monday to Friday, between 8:30 am and 4:30 pm. If you need help outside of these hours, please speak with your teacher or email the student. studentsupport@levelupacademy.vic.edu.au
3. You will be notified of the exact dates of campus closure via emails, text messages, and notices around the campus.

Location | Why Melbourne, Australia?

 [Level 1, 51 Queen Street Melbourne VIC 3000, Australia](#)



Melbourne, Australia

Australia is a popular tourist destination known for its natural beauty, multicultural communities, great food and wine, friendly people, and pleasant weather. Melbourne is a vibrant city that attracts both domestic and international students for its excellent study environment and lifestyle. Here are six reasons why you should consider studying in Melbourne.

1. Cosmopolitan:

Around 140 cultures are present in Melbourne, making it a diverse and welcoming environment for people from all over the globe. That is why Melbourne is generally considered the best place for international students in Australia.

2. Safe:

Melbourne ranks 9th globally for safety and has 'very high' security levels in various aspects. The city is generally friendly and welcoming but it's important to take standard precautions.

3. Easy to navigate:

Melbourne boasts an excellent tram system that makes travel to, from, and around the city very convenient. Moreover, trains and buses connect to the outer areas, making commuting even easier. In addition, plenty of taxis and ride-share vehicles are available, along with bike lanes and walking paths for those who prefer a more active mode of transportation.

4. Melbourne loves sport:

Melburnians love AFL, but there are plenty of other sports in Melbourne. You can watch Australian Open tennis, Melbourne Cup, Formula One Australian Grand Prix, Rip Curl Pro surfing, and Boxing Day Test cricket. You can also participate in various sports like rowing, soccer, dancing, table tennis, basketball, netball, golf, yoga, or martial arts. Cycling and walking through the parks and waterways are popular activities too.

5. Packed with arts and culture:

Melbourne, the cultural capital of Australia, offers a wide variety of theatre and opera performances, concerts, and festivals. The National Gallery of Victoria and the Melbourne Museum showcase world-class exhibitions. In addition, the city features beautiful Victorian-style architecture, iconic landmarks such as Flinders Street Station and the State Library Victoria, and vibrant street art.

6. Amazing cafes, restaurants and bars:

Melbourne has the highest number of cafes and restaurants per capita globally. Its culinary scene is diverse, serving cuisines from all over the world. Hidden laneway bars are also a fun discovery. Melburnians are passionate about coffee, and finding a quality caffeine fix is easy.



Campus facilities

Our campus is conveniently accessible by public transportation. The campus has modern designs and well-equipped training rooms, complete with projectors and audiovisual equipment.

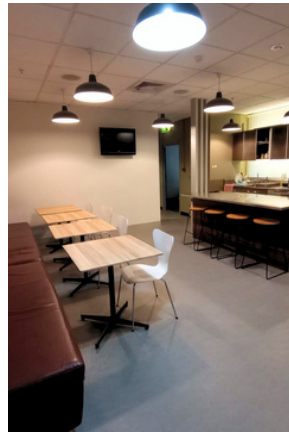
Our campus provides Level Up students with comfortable common areas, such as:

- A kitchenette with refrigerators and microwaves.
- Coffee-making facilities.
- A cozy student lounge and seating area.
- Computer lab with the latest technology.
- High-speed broadband and Wi-Fi connectivity.
- Restrooms.

All students are encouraged to use the provided facilities for self-study or relaxation between classes. Wi-Fi access is available upon request at the front desk.

Our campus is monitored by closed-circuit television (CCTV) technology to remotely monitor and record activities on our premises for security purposes. We have a bin system in place to separate recyclable materials such as glass, plastic, and metal from general waste.

Kindly note that Level Up refrigerators are emptied every month.



Our Team



Our main goal has always been to develop a teaching model that ensures high-quality education for our students and provides them with a complete and enriching learning experience. This academic year, Level Up is committed to enhancing the school culture, providing our students with top-notch English lessons, and ensuring an enjoyable stay here in Melbourne, Australia.

Our team's enthusiasm and expertise ensure our students receive the highest quality language education.

We are an international language school run by a team of passionate women who are working together to transform the current learning space for international students studying in Melbourne.

The Team:

Camila Cruz – Marketing and Communications

Daniela Amaris – Admissions and Student Services

Gurbir Gill – PEO

Georgia Grammenos – ELICOS Operations Manager and Business Development

Manami Tanaka – Business Development Manager Asia

(Left to right)



Living in Australia

Wellbeing

Overseas Student Health Cover (OSHC)

It is crucial for you to maintain your Overseas Student Health Cover (OSHC) for the entire duration of your student visa. Always carry your insurance with you. Your OSHC covers visits to a General Practitioner (GP) or Specialist, hospital stays, and ambulance services. In case of any health issues, unless

it is an emergency, the first point of contact should be a GP. They can advise you on the treatment of common illnesses, refer you to a Specialist, and issue a Medical Certificate if required. Please note that you should check with your insurance provider to confirm which services are included in your OSHC policy.

Emergency

If you ever find yourself in need of immediate medical assistance, don't hesitate to dial 000 (triple zero). Simply request an ambulance and they'll be on their way to help you out as quickly as possible.

Stay safe and take care!

Hospitals:

The Royal Melbourne Hospital <https://www.thermh.org.au>

Pharmacies:

- Chemist Warehouse <https://www.chemistwarehouse.com.au>
- My Chemist <https://www.mychemist.com.au>
- Priceline <https://www.priceline.com.au>
- Pharmasave <https://www.pharmasave.com.au>
- Super Pharmacy <https://www.superpharmacy.com.au>
- TerryWhite Chemmart <https://terrywhitechemmart.com.au/>
- National Pharmacies <https://www.nationalpharmacies.com.au/>

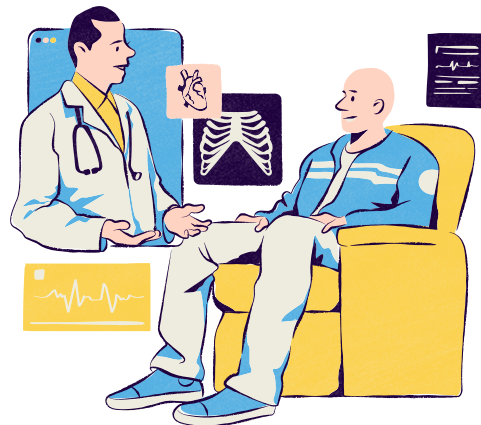
Other useful links:

- If you are experiencing a life crisis and require immediate counselling and support, please call the Lifeline 13 11 14 or visit their website: www.lifeline.org.au
- For drug and alcohol counselling, please refer to: www.directline.org.au
- To report child abuse: www.services.dhhs.vic.gov.au/reporting-child-abuse
- To report family violence: www.dvrcv.org.au
- Please ALWAYS approach Student Services if you require help and assistance and are not sure where to ask for it.
- COVID-19 the safety, health and wellbeing of our students, staff and partners is the priority for Level Up Academy to ensure we pass through these difficult times together. We encourage anyone seeking further advice or information by phone to call the Coronavirus Health Information Line in Australia on 1800 020 080 and follow all updates and Information from Australian Government.

Mental health and wellbeing

Many organizations provide support to students:

- Speak to one of our Student Services Officer
- Assures Program – External Counselling – 1800 808 374
- Seek support from your Overseas Student Health Cover (OSHC) insurance provider for advice on your health cover and services available (General Practitioner).





External Support Services

For students requiring additional support with their studies, work or life, Level Up Education and Training Academy provides the following referrals to community organisations who may be able to assist you. Please note that some of Reading and Writing Hotline

Telephone: 1300 655 50

Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Healthdirect Australia

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

Phone: 1800 022 222

Symptom checker, medicines, and health information.

MindSpot

<https://mindspot.org.au/>

Phone: 1800 614 434

Free service for Australian adults who are experiencing difficulties with anxiety, stress, depression and low mood. Provides online screening assessments and treatment courses, or can help find local services.

Butterfly Foundation

Phone: 1800 334 673

Website: <https://thebutterflyfoundation.org.au/>

Support for those experiencing an eating disorder and want to talk to someone.

When: 8am to 9pm M-F (no public hols)

My Future

Website: <https://www.myfuture.edu.au>

Career information and resources provided as a joint initiative of the Commonwealth, state, and territory governments:

Rape & Domestic Violence Services Australia

<https://www.1800respect.org.au/>

Phone 1800 737 732 (1800 RESPECT)

A range of support services are available for people who have experienced sexual assault, and domestic or family violence.

Tenants Union of Victoria

Phone: 9416 2577

Web www.tuv.org.au

For information about renting rights and obligations in Victoria

City of Melbourne Multicultural Services

<http://www.melbourne.vic.gov.au/community/health-support-services/multicultural-services/Pages/multicultural-services.aspx>

Melbourne City (council) website with information relating to translation services, multicultural Hub, Multicultural communities and specific information for International students.

Study Melbourne Student Centre

Phone: 1800 056 449 Address: 599 Little Bourke Street Melbourne

<https://www.studymelbourne.vic.gov.au/about-study-melbourne/programs-and-services/study-melbourne-student-centre>

Study Melbourne is a Victorian Government initiative providing support and information to this community of international students. Year-round program of free events.

Legal Aid Victoria

Telephone: 1800 677 402

Website: <http://www.legalaid.vic.gov.au>

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.



Working and study

Starting from 1st July 2023, student visa holders will be allowed to work for a maximum of 48 hours every two weeks while studying. Please refer to the "Work Restrictions for Student Visa Holders" page for more information.

It is illegal to work for cash in Australia. To receive payment, you must have a TFN (Tax File Number).

The minimum hourly wage in Australia is \$23.23, which is equivalent to \$882.80 per week. If you intend to work as a contractor or operate your own business, you need to obtain an ABN (Australian Business Number).

Your working rights are governed by Australian law and industry unions. In the event of any complaints or issues, you can approach the Student Ombudsman, Fair Work Ombudsman, Council of International Students, or the relevant union.

For further details, please visit the following websites:

- www.ato.gov.au
- www.fairwork.gov.au
- www.cisa.edu.au
- www.ombudsman.gov.au/making-a-complaint/overseas-students
- www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students

Banking

Opening a local bank account is a straightforward process for overseas visitors, provided it is done within six weeks of arrival. All you need to do is present your passport and a postal address to the bank, and they will open the account and send you an ATM card. However, if you wait beyond six weeks, you will need to provide additional identification (ID), such as a passport, birth certificate, or an international driving license with a photo. While you can use your overseas debit or credit card to pay for services, it is recommended to open an account with a local bank to avoid any issues with currency conversion.

Local banks:

- Bank of Melbourne www.bankofmelbourne.com.au
- CommonwealthBank of Australia (CBA) www.commbank.com.au
- National Australia Bank (NAB) www.nab.com.au
- Australia and New Zealand Banking Group (ANZ) www.anz.com.au
- Bendigo Bank www.bendigobank.com.au
- Westpac www.westpac.com.au
- ING Australia <https://www.ing.com.au/>

Currency & exchanging money

The official currency of Australia is the Australian dollar, which is composed of 100 cents. The coins available are 5c, 10c, 20c, 50c, \$1 and \$2, while the notes available are \$5, \$10, \$20, \$50 and \$100. Prices are generally marked in single cents and are then rounded to the nearest 5c when making a payment.

Foreign currency or Travelers Cheques can be easily exchanged at banks or licensed money-changers, such as Travelex or Amex, without any hassle.

Taxes & refunds

All workers in Australia, including those on a Student Visa, are required to pay taxes. You can find information about tax rates on the official website of the Australian Taxation Office at <https://www.ato.gov.au/Rates/Individual-income-tax-rates/>. Typically, if you are employed with a Tax File Number (TFN), your employer will take care of your taxes. However, if you have an Australian Business Number (ABN), you must pay taxes yourself.

If your annual income is less than AUD 18,200, you do not have to pay any tax, thanks to the tax-free threshold. However, whether or not you have to pay tax, you must submit your tax declaration. The financial year in Australia begins on July 1. You must submit your tax declaration between July 1 and October 31 of the new financial year, and it's solely your responsibility to do so. You may seek the assistance of a tax accountant, but their services start at around AUD 100.



GST

Any overpaid tax will be returned to you after your declaration is processed. You can claim some of your expenditure, such as equipment used for work purposes, on tax and will be required to pay less or will be entitled to a bigger tax return. The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. <https://www.ato.gov.au/Business/GST/>

However, there are exceptions, such as basic foods (milk, bread, fruits and vegetables). International air and sea travel to/from Australia is GST-free, as is domestic air travel when purchased outside Australia by non-residents.

If you purchase new or second-hand goods with a total minimum value of \$300 from any one supplier no more than 60 days before you leave Australia, under the Tourist Refund Scheme (TRS), you are entitled to a refund of any GST paid.

For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or visit the website www.customs.gov.au

Superannuation

Any overpaid tax will be returned to you after your declaration is processed. You can claim some of your expenditure, such as equipment used for work purposes, on tax and will be required to pay less or will be entitled to a bigger tax return. The Goods and Services Tax (GST) is a flat 10% tax on all goods and services – accommodation, eating out, transport, books, furniture, clothing etc. <https://www.ato.gov.au/Business/GST/>

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For more details, contact the Australian Customs Service on 1300 363 263 or 02 6275 6666 or visit the website www.customs.gov.au

Shopping

Bargaining is not practiced at all in Australia unless you're at a second-hand market or are buying a whole new wardrobe from one store, in which case it probably wouldn't hurt to ask for a small discount.

It is also worth noting: that tipping at restaurants is neither required nor expected by waitstaff in Australia.

In Australia, tipping is generally practiced when there has been exemplary service by the staff at the place you are dining in and is typically placed in a jar near where your wait staff would process your payment.

Taxi drivers are always grateful if you leave the change.

The most popular places to do grocery shopping are:

- Coles
- Woolworths
- Aldi
- Local Markets
- IGA

Affordable clothing:

- Target
- K-Mart
- Big W
- H&M

Affordable make-up, perfume, and medication:

- Chemist Warehouse www.chemistwarehouse.com.au
- MyChemist www.mychemist.com.au
- Pharmasave www.pharmasave.com.au
- Priceline Pharmacy www.priceline.com.au

Exquisite goods:

- David Jones
- MYER

Cost of living in Australia

The Department of Home Affairs has financial requirements you must meet to receive a student visa for Australia.

Refer to the step-by-step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study, and living expenses. With effect from October 1, 2023 the recommended 12-month living cost for a single student is AUD\$24,505.



The Home Affairs website <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#HowTo> covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as an international student.

Course and study costs in Australia will depend on the education provider and level of study you choose. The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/

For more information, please refer to the following websites:

- <https://www.studying-in-australia.org/cost-of-living-in-australia/>

Accommodation

It is best book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel or similar such as a serviced apartment or a bed and breakfast (usually a converted private residence which may be inside someone's home or not).

Temporary accommodation can be found and booked through the following websites:

- Hotels: <https://www.trivago.com.au/australia-563/hotel>
- Bed & Breakfasts www.airbnb.com.au/Australia
- Serviced Apartments - <https://www.serviced-apartments.com.au/>
- Hostels Australia <http://hostelsaustralia.com.au/>

There are a range of long-term accommodation options for international students.

For example:

Student Accommodation

Shared accommodation specifically for international students. Generally includes a range of amenities for residents, such as quiet study areas and social spaces and enables students to meet and live with other international students.

- <https://unilodge.com.au/>
- <http://urbanest.com.au/>
- <http://www.student-accommodation.com.au>

Private rental:

A private rental is where you sign a lease for a whole apartment or house. The lease will include the rent payable, the bond (a refundable amount once you leave the rental), the length and type of tenancy, and other conditions and rules.

Search private rentals here: <https://www.realestate.com.au/rent>

Your rights as a tenant

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights below: Consumer Affairs Victoria:

<https://www.consumer.vic.gov.au/internationalstudents>

Sharehouse

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond. Some helpful tips can be found here:

- <https://flatmates.com.au/info/legal-introduction> · <https://flatmates.com.au/> Connects people wanting to share accommodation with others, including people listing their spare rooms and those wanting to team up with others to start a lease.

Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the home owners. This is a private agreement between you and the home owner.

Homestay: · <https://www.homestay.com/australia/>

Transport

• Public Transport – Trains, Trams and Buses

<https://www.ptv.vic.gov.au/> (download the free smart phone app and try the journey planner – search for 'PTV Melbourne') Level Up Education and Training Academy is within Melbourne's 'Free Tram Zone' (includes all areas of the CBD). You do not need to buy a ticket if you are getting on and off within the CBD.

For all other travel on buses, trams and trains you must carry a MYKI card and pay for journeys and ensure you 'tap on' and 'tap off'. More info: <http://ptv.vic.gov.au/tickets/myki/>



Nearest Metropolitan Train Stations:

- Melbourne Central
- Flinders Street

Local taxi companies

- 13CABS – www.13cabs.com.au Phone: 132 227
- Silvertop – www.silvertop.com.au Phone: 131 008

Weather

Melbourne is very well-known for its changeable weather conditions and has a reputation for having “four seasons in one day”.

We recommend to always carry an umbrella and a warm jacket in Melbourne, even if the weather forecast is pleasant.

Time zones

Because of its large size, there are three time zones in Australia. Daylight saving also comes into force in some parts of Australia during the summer period. So it may be a little confusing. If you plan to travel around October and May, be sure to double check the times of departure and if daylight savings affects you.

TIME ZONES

- Australian eastern standard time (AEST) Greenwich time minus 10 hours: Australian Capital Territory, Queensland, New South Wales, Tasmania, Victoria
- Central standard time (CST) AEST minus 30 mins: South Australia, Northern Territory
- Western standard time (WST) AEST minus 2 hours: Western Australia
- Australian daylight-saving time (ADST) AEST plus 1 hour: End of October – End of May. Daylight Savings is only applicable to the following states: Australian Capital Territory, New South Wales, South Australia, Tasmania, Victoria.

Enjoy Melbourne for free

There are plenty of activities that cost nothing or next to nothing for those on a budget. Appreciate Australia's stunning natural beauty and native animals with walks through its pristine national parks – there are more than 500. Enjoy endless walks along vast beaches; go to fantastic markets; learn about Australia's art and heritage at excellent free galleries and museums, or attend some typically Australian festivals, like the surf life-saving competitions on beaches all around the country during summer.

For more information, visit the following websites:

- www.visitvictoria.com
- www.traveller.com.au/australia
- www.studymelbourne.vic.gov.au

Selection and enrolment

Level Up Education and Training Academy accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Form. If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, CV or other evidence.

If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

You will be contacted within 10 days to let you know the status of your application and to confirm your details. At that point, if your enrolment is proceeding, we will arrange an entry interview to confirm your suitability and support needs. This may be done over the phone or face-to-face depending on your location.

To confirm your enrolment you will be required to sign the Student Agreement we send you and make payment of the deposit amount indicated.

Upon approval of your application, you will be sent further information about how to get started in your course such as when and where you will need to attend, which information or course materials you need to read prior and who to contact if you have any questions.



Unique Student Identifier (USI)

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognized training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI.

If you have done nationally recognised training in Australia since 2015, you probably have a USI. To find your USI, please visit: <https://www.usi.gov.au/faqs/find-your-usi>

If you haven't done nationally recognised training in Australia since 2015, you will need to create your USI, please visit: <http://www.usi.gov.au/Students/Pages/default.aspx>

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar. For information about exemptions for individuals please review this webpage: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

Credits

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us.

Level Up Education and Training Academy can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/ module in your course, and the subject or unit you have completed.

There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your /application. You can apply for Credit at any time however it is best you do this as part of your enrolment so that Credits are known upfront and you are not required to do any work that you otherwise may not have needed to do.

Make sure you attach certified copies of transcripts from your previous study. In some cases we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

You will be advised in writing of the outcome of your Credit Application.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

Level Up Education and Training Academy has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to fill in a part of the kit and return it with an RPL Application Form. Your application will then be assessed for suitability and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

Please refer to the Course Outline for an outline of applicable RPL fees.

For more information about submitting an application for RPL, contact the head office.



Course induction

At the start of your course will be provided with an induction. The induction will provide you with specific details about your course requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

Course expectations and requirements

The training and assessment offered by Level Up Education and Training Academy focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Some of our courses may be delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally our courses may involve classes, work placement, workplace training and assessment visits and homework.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

Attendance and Homework requirements

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. You are also required to attend work placement shifts and you might need to see a trainer/assessor in your work placement in order to complete certain assessment tasks. Please notify your trainer/assessor at least 30 minutes prior to class or a scheduled workplace visit if you are unable to attend for some reason. Similarly please make prior arrangements with your work placement provider if you cannot make agreed shifts.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

Assessment arrangements

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to:

Level 1, 51 Queen Street Melbourne VIC 3000, Australia

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.



Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Student code of conduct

All students are expected to abide by this Code of Conduct during their participation in their course with Level Up Education and Training Academy. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures

1. Students' rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment that is free from harassment, discrimination, and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their details and records kept private and secure according to our Privacy Policy.
- Access the information Level Up Education and Training Academy holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially, and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment, and support services that meet their individual needs.
- Be given clear and accurate information about their course, training, and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to Level Up Education and Training Academy on the client services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

2. Students' responsibilities

All students, throughout their training and involvement with Level Up Education and Training Academy, are expected to:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass, or threaten others.
- Not harass, victimize, discriminate against, or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- *Notify us if any of their personal or contact details change.*
- Provide relevant and accurate information to Level Up Education and Training Academy on time.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities, and assignments honestly and without plagiarism or infringing on copyright laws



- Hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits, and training sessions.
- Notify Level Up Education and Training Academy if any difficulties arise as part of their involvement in the program.
- Notify Level Up Education and Training Academy if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.

- Make payments for their training within agreed timeframes, where relevant.

Student plagiarism, cheating and collusion

Level Up Education and Training Academy has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

Support services

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.

Contact us at 03 9016 0595 to discuss your support needs.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students.

This includes access to an in-house counsellor who can assist you with academic and study issues, as well as issues to do with your personal welfare. To make an appointment phone 0498234402 or email ruehongo@gmail.com.

This service is free for current students.

We can also provide you with referral to external services that can assist you with accommodation, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. may also include advice on academic and study issues. Some of these services may charge you a fee, however we will not charge you for the referral.

Course Progress Policy

1. Completion within the expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- Level Up Education and Training Academy monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.



12. Study Periods

- Students who do not meet course progress requirements are at risk of having their visas cancelled.

For VET students:

- Study periods may also be known as 'terms' and are described Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.

Each study period is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress. A student must be identified as at risk before being reported as having not met satisfactory course progress requirements.

For ELICOS Students

- Study periods may also be known as 'levels' as described in Curriculum documents, typically 10-12 weeks.
- Curriculums describe the weeks in which summative assessment occurs and these weeks also define the end of each subsequent monitoring period, typically 3-4 weeks.

3. Determining if a student has meet course progress requirements

- Students must have demonstrated satisfactory course progress requirements by the end each study period, defined as follows:

For VET students

- They must have successfully completed (achieved satisfactory outcome on) all assessment tasks they were required to submit in the ending study period.

- Assessment task due dates are outlined in the Training & Assessment Strategy and communicated to students at the commencement of each new study period/term.

For ELICOS students

- They must have achieved a passing grade of 60% on summative assessment tasks and attended at least 80% of total course classes.

- Details of summative assessments and which weeks they occur in are outlined in the Course Curriculum and communicated to students at the commencement of each new study period/level.

4. Determining at-risk students

For VET students

- Students will be deemed at risk of not meeting course progression requirements if they:
 - do not participate in a summative assessment task.
 - do not submit an assessment task within 2 weeks of the due date.
 - have received an assessment outcome of Not Satisfactory for one or more assessment tasks.

For ELICOS Students

- Students will be deemed at risk of not meeting course progression requirements if:
 - They have not participated in formative and summative assessment tasks
 - They have not achieved a passing rate of (60%) on a summative assessment task
 - Their total course attendance is at or below either 90% or 85% and at risk of dropping below minimum of 80%

5. Progress Monitoring

- All students progress will be monitored using the Course Progress and Attendance Monitoring Tool.
- At the end of each monitoring period:
 - The monitoring report is updated by the Director of Studies including a status of progressing, at risk or not progressing for all overseas students on each reporting date. This is based on current evidence located in student files and other academic records.
 - The Director of Studies will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.
 - The monitoring report will also record commencement and review dates for all Intervention Strategies.

6. Intervention Strategy

- Level Up Education and Training Academy ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
 - English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials;
 - providing supplementary exercises to assist understanding;
 - attending academic skills programs;
 - attending tutorial or study groups;
 - attending study clubs;



- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organizations where Level Up Education and Training Academy is unable to address the identified learning or academic issues;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

7. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
- A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
- An approved deferral or suspension of studies has been granted by Level Up Education and Training Academy's Deferral, Suspension, and Cancellation Policy and Procedures.
- Compassionate or compelling circumstances apply (suitable evidence must be provided), which may include but is not limited to:
 - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - bereavement of close family members such as parents or grandparents;
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student's studies;
 - a traumatic experience that has impacted the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
 - where Level Up Education and Training Academy is unable to offer a pre-requisite unit.
- where the student is unable to begin studying on the course commencement date due to a delay in receiving a student visa.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the Department of Education and Training (DHA) via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, Level Up Education and Training Academy will advise the student to contact the Department of Human Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

7. Online or distance learning enrolment

VET students

- Level Up Education and Training Academy will not deliver a course exclusively online or distance to an international student.

ELICOS Students

- Level Up Education and Training Academy will only offer online or distance learning in addition to the required 20 hours of contact time per week as approved by ASQA.

8. Reporting students

- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, Level Up Education and Training Academy will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report. Student will have received first and second warning letters before the notice of intention to report is issued.
- Students have the rights to appeal against decision to report as per Level Up Education and Training Academy Complaints and Appeals Policy & Procedures. If the student chooses to access this process, the student will not be reported until this process is complete.
- Level Up Education and Training Academy will only report unsatisfactory course progress 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.

9. Publication

- This policy and procedure will be published in the Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for overseas students and induction for all academic staff.



Course Transfer Policy

All decisions made by Level Up Education and Training Academy with regard to student transfer requests will be made in accordance with this policy and procedure, will be fair and take into account the student's individual circumstances and any other relevant factors.

1. Transferring from another registered provider

Level Up Education and Training Academy will not knowingly enrol a student wishing to transfer from another registered provider's course prior to the overseas student completing six months of his or her principal course unless one or more of the following conditions apply:

- the releasing registered provider or the course in which the student is enrolled has ceased to be registered;
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the student from continuing his or her principal course at that registered provider;
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

2. Transferring to another registered provider

For Level Up Education and Training Academy students seeking to transfer to another registered provider's course of study prior to completing six months of their principle course, the transfer request will be assessed and granted in any of the following circumstances:

- the student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with Level Up Education and Training Academy's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements).
- there is evidence of compassionate or compelling circumstances.
- Level Up Education and Training Academy fails to deliver the course as outlined in the student agreement.
- there is evidence that the student's reasonable expectations about their current course are not being met.
- there is evidence that the student was misled by Level Up Education and Training Academy or an education or migration agent regarding Level Up Education and Training Academy or its course and the course is therefore unsuitable to their needs and/or study objectives.
- an appeal (internal or external) on another matter results in a decision or recommendation to release the student.

A transfer to another course will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student. In this case, the student will be requested to wait a further 4 weeks before applying for a transfer to another registered provider during which time the full range of support services will be provided to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.
- There are no legitimate compassionate or compelling circumstances.

In order for a request for transfer to be considered and a letter of release provided, students must provide a valid offer of enrolment from another registered provider.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

Where a student's application is refused, the reasons for this will be communicated plus the right to access the complaints and appeals process as outlined below.

There is no cost in releasing students. However, where a student transfers to another registered provider, any refund of course fees, where applicable, will be paid in accordance with Level Up Education and Training Academy's Fees and Refunds Policy and Procedures.

3. Transferring to a another course offered by Level Up Education and Training Academy

Students may transfer to another course offered by Level Up Education and Training Academy in the following circumstances:

- Where it is considered that the course that the student wishes to transfer to;
 1. better meets the study capabilities of the student; and/or
 2. better meets the long term goals of the student, whether these relate to future work, education or personal aspirations; and/or
- Or, where the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met.



A transfer to another course within Level Up Education and Training Academy will not be granted where:

- The transfer may jeopardise the student's progression through a package of courses.
- The student has recently started studying the course and the full range of support services are yet to be provided or offered to the student.
- The student is trying to avoid being reported to DHA for failure to meet the provider's attendance or academic progress requirements.

In order for a request for transfer to be considered, students must complete an Internal Course Transfer Application Form.

The outcome of the student's application for course transfer will be provided in writing within 10 working days of receipt of application.

Cost involved in transferring to another course plus any refund of course fees paid for the student's current course will be in accordance with Level Up Education and Training Academy's Fees and Refunds Policy and Procedure.

4. Visa advice

All students who are either considering a course transfer, or have had their transfer request approved, will be advised that they must contact DHA to seek advice on whether a new visa is required. To find out more about visa requirements, students will be advised to contact DHA on 131881 or visit the following website: <https://www.homeaffairs.gov.au/trav/stud>

5. Complaints and Appeals

Where the decision is made to refuse a course transfer or Level Up Education and Training Academy does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing Level Up Education and Training Academy's Complaints and Appeals process within 20 days. If the appeal finds in favour of a student wishing to transfer, a letter of release will be granted.

The refusal status will not be finalised in PRISM until the complaints and appeals process is finalised within the 20 working day period or the student withdraws from the course.

6. Records

All records relating to course transfers will be kept for two years after the student ceases to be an enrolled student. This includes requests for release, the assessment of the request and the decision.

7. Publication

This policy is provided to students in the International Student Handbook, which is provided to students prior to or upon commencement of a course, and also via Level Up Education and Training Academy's website at <websiteURL>.

Deferral, suspension and cancellation Policy

1. Deferral and suspension of studies:

Requests from students for deferral and suspension of studies will only be granted in compassionate or compelling circumstances which are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports
- where Level Up Education and Training Academy is unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student VISA

The circumstances listed are example of what may be considered compassionate or compelling circumstances and each case will be assessed on its individual merits.

When determining whether compassionate or compelling circumstances exist, Level Up Education and Training Academy considers documentary evidence provided to support the claim, and stores copies of these documents in the student's file.

A retrospective deferment or suspension may be justified if the student was unable to contact Level Up Education and Training Academy because of a circumstance such as being involved in a car accident.

Where a student initiated deferral or suspension of enrolment is granted, Level Up Education and Training Academy will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the deferral is required for longer than 12 months, the student's application will be re-assessed. If the suspension period has expired and the student does not return, the student's enrolment will be cancelled.



2.Provider initiated suspension or cancellation:

Level Up Education and Training Academy may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misbehaviour by the student (including plagiarism, collusion and cheating)
- the student's failure to pay an amount he or she was required to pay the registered provider to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the overseas student, which will occur in accordance with Standard 8 (Overseas student VISA requirements) and as specified in Level Up Education and Training Academy's Course Progress Policy & Procedures.

Standards of behaviour required are outlined in the International Student Handbook.

Where Level Up Education and Training Academy suspends or cancels a student's enrolment, before imposing a suspension or cancellation Level Up Education and Training Academy will inform the student in writing of that intention and the reasons for doing so and advise the overseas student of their right to appeal through the provider's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

Under no circumstances will the suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

3.Student initiated cancellation of studies

Students may initiate cancellation of their studies at any time during their course.

Students who wish to withdraw within six months of their course to transfer to another provider will be processed as per Level Up Education and Training Academy Course Transfer Policy and Procedure.

4.Visa status

When there is any deferral, suspension or cancellation action taken under this standard, Level Up Education and Training Academy will inform the student of the need to seek advice from DHA on the potential impact on their student VISA, as well as the report the change to the overseas student's enrolment under section 19 of the ESOS Act i.e. notification via PRISMS.

Students are referred to the DHA web site at <https://www.homeaffairs.gov.au/> or Phone: 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact upon his or her VISA.

5.Complaints and appeals

Where a student accesses the Complaints and Appeals process, Level Up Education and Training Academy will not notify DET via PRISMS until the internal appeals process is complete unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Where the student chooses to access an external appeals process, DET will still be notified via PRISMS.

4.Records

All records relating to deferrals, suspensions and cancellations will be kept on the student's file. This will include all decisions made.

5.Publication

This policy is provided to students in the International Student Handbook, which is provided to students prior to or upon commencement of a course, and also via Level Up Education and Training Academy's website at <https://www.levelupacademy.vic.edu.au/>

Change in visa status

Deferral, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, Level Up Education and Training Academy will notify the Department of Education and Training via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the DHA website at <https://www.homeaffairs.gov.au/trav/stud> or telephone 131 881 for information and their local DHA office for advice on how the potential change to enrolment status may impact his or her visa.

Regardless of whether the suspension of enrolment results from a student request for suspension or a suspension imposed by Level Up Education and Training Academy, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, Level Up Education and Training Academy will suspend an enrolment for an agreed period - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired



If a student's enrolment is suspended for 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to DHA via the DHA helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

Level Up Education and Training Academy will always use its professional judgement to assess each student's case on its merits when determining whether compassionate or compelling circumstances exist.

When a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

Your feedback

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone. If you have a suggestion for us, please use the Suggestion for Improvement Form.

Access to your records

You may access or obtain a copy of the records that Level Up Education and Training Academy holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Administration Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 20 c per page for photocopying or printing.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- emailing you reports or exports of data or by providing a link or portal to access records online.

Amendment to records

If a student considers the information that Level Up Education and Training Academy holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying you if things change

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

This would include if there were any changes of ownership, any new third-party arrangements or changes to third-party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO. If this occurs, Level Up Education and Training Academy will devise a strategy to minimise the impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or call you. Please make sure we always have your most current home address, email address, and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Student Change of Details Form.

Legislation and you

As a student, you have both rights and responsibilities under applicable legislation.

Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website: <https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities under the following legislation as discussed below.



Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, Level Up Education and Training Academy must provide a safe environment for both staff and students, as well as provide information to staff and students in relation to health safety, and welfare. Level Up Education and Training Academy has policies and procedures in place to ensure your safety and on commencement of your course, you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with Level Up Education and Training Academy emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

Organisation is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. Level Up Education and Training Academy will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Level Up Education and Training Academy Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by Level Up Education and Training Academy aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with Level Up Education and Training Academy.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

Level Up Education and Training Academy provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.



- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to <http://www.usi.gov.au/About/Pages/default.aspx>

Privacy Policy

1. Privacy Principles

In collecting personal information, Level Up Education and Training Academy complies with the requirements set out in the Privacy Act 1988, including Australian Privacy Principles 3 and 5 (in accordance with the National VET Provider Collection Data Requirements Policy clause 4.4) and the relevant privacy legislation and regulations of the states/territories in which Level Up Education and Training Academy operates.

The Victorian Government, through the Department of Education and Training (the Department)'s collection and handling of enrolment data and VSNS is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Personal information, including sensitive information, is collected from individuals in order that Level Up Education and Training Academy can carry out its business functions. Level Up Education and Training Academy only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

Sensitive information is only collected by Level Up Education and Training Academy if a permitted general or health situation applies in accordance with the Privacy Act (16A, 16B) such as, if:

- The collection of the information is required or authorised by, or under, an Australian law or a court/tribunal order.
- It is unreasonable or impracticable to obtain the individual's consent to the collection, use or disclosure.
- It genuinely and reasonably believes that:
 - 1.The collection, use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual, or to public health or safety.
 - 2.Unlawful activity, or misconduct of a serious nature, that relates to Level Up Education and Training Academy's functions or activities has been, is being or may be engaged in, and the collection, use or disclosure is necessary in order for the entity to take appropriate action in relation to the matter.
 - 3.The collection, use or disclosure is reasonably necessary to assist any APP entity, body or person to locate a person who has been reported as missing.
 - 4.The collection, use or disclosure is reasonably necessary for the establishment, exercise or defense of a legal or equitable claim.

Level Up Education and Training Academy ensures each individual:

- Knows why their information is being collected, how it will be used and who it will be disclosed to.
- Is made aware of any legal requirement for Level Up Education and Training Academy to collect the information.
- Is able to access their personal information upon request.
- Does not receive unwanted direct marketing.
- Can ask for personal information that is incorrect to be corrected.
- Can make a complaint about Level Up Education and Training Academy if they consider that their personal information has been mishandled.
- Is made aware of any consequences for not providing the information requested.
- Whether the information is likely to be disclosed to overseas recipients, and if so, which countries such recipients are likely to be located in.

Level Up Education and Training Academy retains evidence that the student has acknowledged the following Privacy Notice and Student Declaration as part of their enrolment process: <https://www.education.gov.au/privacy-notice-and-student-declaration>

Our full privacy policy is available on our website at <https://www.levelupacademy.vic.edu.au/>



Fees and Refunds Policy

1. Protection of fees paid in advance:

Level Up Education and Training Academy protects the fees that are paid in advance by both domestic and international students.

For domestic students, fee protection is ensured through:

- Level Up Education and Training Academy does not require a student to ever pay more than \$1,500 in advance for services not yet provided, either prior to course commencement or at any stage during their course. Fees will be paid off during the course in instalments according to a set payment plan.

For international students, fee protection is ensured as follows:

- Level Up Education and Training Academy pays into the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government. The role of the TPS is to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that in such circumstances international students are provided with either an alternative suitable course with another education provider or a refund of their unspent tuition fees.
- Following Section 27 of the ESOS Act, 2000 (Cth), Level Up Education and Training Academy does not require international students to pay more than 50% of their course fees prior to course commencement. Note, however, that where a course is less than 25 weeks, Level Up Education and Training Academy may require students to pay the full cost of the course prior to course commencement.
- All tuition fees paid in advance will be held in a separate bank account that can only be drawn down once the student has commenced their course. For the purposes of this policy, this bank account will be referred to as the trust account. These tuition fees are held in the trust account, separate from the day-to-day operating bank account, so that if a refund is payable before a student commences, a refund can be made in a timely way without impacting the financial operations of the business or recourse to the fee protection measures in place. The trust account is maintained with an Australian owned ADI (authorised deposit taking institution).
- Level Up Education and Training Academy will ensure all fees received for international students are paid into this account within five days of receiving the funds.
- Level Up Education and Training Academy ensures that, at all times, there is a sufficient amount in the trust account to repay all tuition fees paid in advance to every international student or incoming international student in respect of whom it has received tuition fees for; and who have not yet begun the course for which has been paid.
- Level Up Education and Training Academy will only draw down from the trust account if either:
 - A refund needs to be made for tuition fees paid in advance.
 - Level Up Education and Training Academy has arranged for a student to be offered a place in an alternative course at his own expense and the amount is withdrawn to pay the alternative provider that student's fees.
 - The amount is withdrawn to pay the TPS Director.

2. Communicating fees and refund information:

Level Up Education and Training Academy cannot guarantee that students will complete the course in which they enrol, regardless of whether all tuition fees have been paid or not.

As Level Up Education and Training Academy does not use direct approach marketing or telesales, no cooling-off period applies to its courses.

Fees information relevant to each course is outlined in detail in the Student Agreement and summarised on the Course Outline as well as in Level Up Education and Training Academy's Student Handbook. In compliance with Clause 5.3 of the Standards, detailed fee information is provided before enrolment and course commencement.

The Student Agreement and the Student Handbook which are provided before enrolment includes this Fees and Refunds Policy and Procedure and informs the student of their consumer rights. Students are required to sign the Student Agreement in acknowledgment of the terms and conditions of the enrolment and this policy.

Fee information provided to domestic and international students includes:

- All course fees and payment schedules for when those fees will be due.
- Any additional charges that may apply and the circumstances in which they apply.
- This fees and refunds policy.

Where tuition fees are required to change due to unforeseen circumstances, Level Up Education and Training Academy will advise students in writing of the reasons and allow students to receive a full refund of unused tuition fees where a revised payment agreement with the student cannot be reached for the additional fees.

3. Written agreements for international students:

For international students, fee information is always provided before enrolment or receipt of payment as per the requirements of the National Code 2018 Standards 2 and 3. For international students, the written agreement also specifies:

upfront payment options including that:

- Level Up Education and Training Academy does not require international students to pay more than 50% of the course upfront where the course is 25 weeks or more in duration, however, may require it for courses that are shorter than 25 weeks.
- International students (or the person paying fees on their behalf) may choose to pay more than 50% tuition fees before their course commences.



- Where a student chooses to pay more than 50% upfront, the remaining amount will be collected according to an agreed payment schedule.

- All tuition fees payable by the student for the course and, the periods to which those tuition fees relate.
- Details of any non-tuition fees the student may incur, including fees that may be incurred as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply.
- Advice on the potential for changes to fees over the duration of a course.
- A statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".
- Refund requirements that apply if the student defaults with a course at a location.
- Amounts that may or may not be repaid to the student (including any tuition and non-tuition fees collected by education agents on behalf of Level Up Education and Training Academy).
- Processes for claiming a refund.
- The specified person(s), other than the student, who can receive a refund in respect of the student identified in the written agreement, consistent with the ESOS Act.
- A plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS.

4. Course fee inclusions:

•The Student Agreement will itemize all course fees, including both tuition and non-tuition fees as they apply to the individual student enrolment offer.

•Tuition fees payable to Level Up Education and Training Academy include:

- All of the education, training, and assessment services required for students to achieve the qualification or course in which they are enrolling within the attempts allowed.
- One copy of the required textbooks and learning materials for each student unless otherwise stated on the Course Outline (maybe separately outlined as a materials fee).
- Issuance of one set of certification documents including:

*For VET courses either:

- 1.the Testamur (or qualification) and record of results - where a qualification is completed, or;
- 2.or Statement of Attainment (for single units or in the case of withdrawal or partial completion).

*For ELICOS courses either:

- 1.Certificate of Completion where the course is completed in its entirety, or
- 2.a Certificate of Partial Completion where the course has been partially completed.

•Tuition fees may also include (where relevant):

- RPL Fees (application and per unit costs).
- Additional fees apply for re-enrolment in a VET unit of competency, where a student fails to achieve a satisfactory outcome after three attempts at an assessment task.
- An upfront deposit amount is required to be paid prior to commencing.

•Non-tuition fees which may be payable to Level Up Education and Training Academy in some circumstances/as applicable, and which may include (as specified in the Student Agreement):

- Re-issuance or additional copies of certification documents
- Postage Fees.
- Fees for deferral of study, late payment of tuition fees, or other circumstances in which additional fees may apply.
- Any optional textbooks and materials that may be recommended but not required to complete a course.
- Replacement textbooks if original copies are lost or misplaced. Costs for replacement textbooks are outlined on the Student Agreement.
- Printing and photocopying charges.
- Credit Card or other surcharges.
- Fees for insurance to be organized by Level Up Education and Training Academy.
- Deferral, suspension or transfer fees.

•Non-tuition fees are generally not refundable unless special circumstances apply and/or products or services have not been provided.

•Fees payable to Level Up Education and Training Academy do not include:

- Personal computers, cameras or personal devices that might be needed to complete coursework.
- Uniform (if required for work placement).
- Stationery such as paper and pens.
- Airport pickups or transport.
- Excursions (unless stated on the Course Outline).
- Living expenses (guidance about indicative costs is in the International Student Handbook).

5. Payments

•Payments can be accepted by Electronic Funds Transfer, cheque or money order.



- Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty.
- Debts may be referred to a debt collection agency where fees are more than 40 days past due.
- Level Up Education and Training Academy reserves the right to suspend the provision of courses and/or other services until fees are brought up to date. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.
- International students who do not pay their fees on time will receive two warnings regarding non-payment of fees and thereafter will be reported to the Department of Home Affairs (DHA) via PRISMS under student default.
- Receipts of payments made by international students will be kept for at least two years after the person ceases to be an active student.

6. Refunds process - where a student withdraws or is withdrawn from the course

- Students who withdraw from a course may seek a refund by making an application for a refund in writing using the Application for Refund Form. The application must include the details and reason for the request. Students who are withdrawing and have not completed a Withdrawal Form are not eligible for consideration of a refund.
- Applications will be considered following the refund circumstances outlined below. The outcome of the refund assessment will be provided in writing to the student's registered address within 4 weeks, outlining the decision and reasons for the decision along with any applicable refund or adjustment note.
- Refunds will be issued within four weeks.
- Refunds will be paid to the student or another person where this is specified the student's written agreement.
- Refund decisions can be appealed following Level Up Education and Training Academy's Complaints and Appeals Policy.

7. Refunds due to an International Student's Visa Refusal (student default)

Reference	Circumstance	Refund entitlement and calculation
7A	<p>The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways:</p> <ul style="list-style-type: none"> -the student's failure to start the course at the location on the agreed starting day. -the student's withdrawal from the course at that location on or before the agreed starting day. <p>And:</p> <ul style="list-style-type: none"> -the written agreement meets the requirements of clause 3 of this policy (see 12A). <p>This remains applicable in the instance that Level Up Education and Training Academy is no longer a registered CRICOS provider</p>	<p>(In accordance with Section 47E of the ESOS Act, 2000 and Section 9 of the ESOS Education Services for Overseas Students Calculation of Refund Specification 2014)</p> <p>The total course fees (all tuition fees and non-tuition fees received) minus the lesser of the following amounts:</p> <ul style="list-style-type: none"> a)5% of the amount of course fees received by the provider in respect of the student before the default day. b)\$500.



Reference	Circumstance	Refund entitlement and calculation
7B	<p>The student has defaulted due to Visa refusal that directly or indirectly caused the student to default in relation to the course in one of the following ways:</p> <ul style="list-style-type: none"> The student's withdrawal from the course at that location (after the start date) The student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location. <p>And:</p> <ul style="list-style-type: none"> The written agreement meets the requirements of clause 3 of this policy (see 12A). This remains applicable in the instance that Level Up Education and Training Academy is no longer a registered CRICOS provider. 	<p>(In accordance with Section 47E of the ESOS Act, 2000 and section 10 of the ESOS Education Services for Overseas Students Calculation of Refund Specification, 2014)</p> <p>The weekly tuition fee x weeks in default period (calculated from the day on which the student was withdrawn)</p>

8. Refunds due to an International Student withdrawing (student default)

Reference	Circumstance	Refund entitlement and calculation
8A	<p>The student withdraws from the course at the specified location more 10 weeks before the expected commencement date and:</p> <ul style="list-style-type: none"> This is not due to Visa Refusal (see 7A). The written agreement meets the requirements of clause 3 of this policy (see 12A). 	<p>(This is a student default per Section 47A of the ESOS Act, 2000)</p> <p>Full refund of course fees minus \$1,000 for administrative costs.</p>
8B	<p>The student withdraws from the course at the specified location more 4 weeks and up to 10 weeks before the expected commencement date and:</p> <ul style="list-style-type: none"> This is not due to Visa Refusal (see 7A). The written agreement meets the requirements of clause 3 of this policy (see 14A). 	<p>(This is a student default per Section 47A of the ESOS Act, 2000)</p> <p>70% refund of course fees paid.</p>



8C	<p>The student withdraws from the course at the specified location up to 4 weeks before the expected commencement date and:</p> <ul style="list-style-type: none"> • this is not due to Visa Refusal (see 7A). • the written agreement meets the requirements of clause 3 of this policy (see 14A). 	<p>(This is a student default per Section 47A of the ESOS Act, 2000) Full refund of course fees minus \$1,000 for administrative costs.</p>
8D	<p>The student withdraws from the course at the specified location more 4 weeks and up to 10 weeks before the expected commencement date and:</p> <ul style="list-style-type: none"> • This is not due to Visa Refusal (see 7A). • The written agreement meets the requirements of clause 3 of this policy (see 14A). 	<p>(This is a student default per Section 47A of the ESOS Act, 2000) 70% refund of course fees paid.</p>

9. Refunds due to a Domestic student withdrawing (no default applicable)

Reference	Circumstance	Refund entitlement and calculation
9A	<p>Student cancels or withdraws from a course at any time.</p>	<p>The refund assessment will be based on reviewing the services provided to the student and the costs incurred by Level Up Education and Training Academy to provide those services as a portion of the whole. This includes considering administrative costs, direct delivery hours provided as well as resources provided.</p>

10. Refunds due to an international student not commencing their course (student default)

Reference	Circumstance	Refund entitlement and calculation
10A	<p>The student does not commence the course at the specified location on the agreed starting date and has not withdrawn, deferred or have had their request for an alternative start date approved by Level Up Education and Training Academy and:</p> <ul style="list-style-type: none"> • This is not due to Level Up Education and Training Academy cancelling or postponing the course (see clause 7 and 15). • This is not due to Visa Refusal (see 9A). • The written agreement meets the requirements of clause 3 of this policy (see 12A). 	<p>(This is a student default per Section 47A of the ESOS Act, 2000)</p> <p>No refund of enrolment deposit or tuition fees paid for first study period.</p> <p>Where paid upfront for subsequent study periods the weekly tuition fee multiplied by the weeks in the default period (calculated from the agreed starting day of the course).</p>



11. Refunds due to Level Up Education and Training Academy cancelling an international student's enrolment (student default)

Reference	Circumstance	Refund entitlement and calculation
11A	<p>Level Up Education and Training Academy cancels a student's enrolment following formal notice and appeal period, due to:</p> <ul style="list-style-type: none"> academic misconduct, misbehavior or failure to comply with Level Up Education and Training Academy's policies or student code of conduct. Visa condition breaches failure to pay fees in accordance with the written agreement unsatisfactory course progress or attendance <p>and</p> <ul style="list-style-type: none"> the written agreement meets the requirements of clause 3 of this policy (see 14A) 	<p>(This is a student default per Section 47A of the ESOS Act, 2000)</p> <ul style="list-style-type: none"> No refund.
11B	<p>If a student has supplied incorrect or incomplete information and as a result Level Up Education and Training Academy withdraws the offer prior to commencement of the course.</p>	<p>Half of the tuition fees paid for the first study period and all of the tuition fees paid for remaining study periods to be calculated as follows:</p> <ul style="list-style-type: none"> For the first study period - 50% of the weekly tuition fee multiplied by the weeks in the default period (calculated from the day on which the offer is withdrawn by Level Up Education and Training Academy). For subsequent study periods - the weekly tuition fee multiplied by the weeks in the default period

12. Refunds where an international student has defaulted but the written agreement is non-compliant (provider default)

Reference	Circumstance	Refund entitlement and calculation
12A	<p>The international student has defaulted (either withdrawn, not commenced on the agreed date, failed to pay fees as agreed or had their visa cancelled or refused) and Level Up Education and Training Academy fails to enter into a written agreement with a student that meets the requirements set out in clause 3 of this policy.</p> <ul style="list-style-type: none"> This remains applicable in the instance that Level Up Education and Training Academy is no longer a registered CRICOS provider. 	<p>(In accordance with Section 47E of the ESOS Act, 2000 and Section 8 of the ESOS Education Services for Overseas Students Calculation of Refund Specification, 2014)</p> <p>Unspent total tuition fees will be refunded, to be calculated as follows:</p> <ul style="list-style-type: none"> The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).



13. Refunds process - where a course is cancelled by Level Up Education and Training Academy

-In the unlikely event that Level Up Education and Training Academy or any third parties responsible for delivering courses on its behalf is unable to deliver the course or any portion of the course as agreed, within 14 days of the course ceasing to be delivered, the student will be issued with either:

- a refund for the course or portion of the course that was not provided - see clause 15 for further details.
- an offer for a placement into an alternative course at no additional cost which the student also accepts in writing within the 14 days from the date the course ceases to be delivered.

-In such cases, Level Up Education and Training Academy will automatically conduct a refund assessment of all affected students and contact students to either offer a suitable alternative course or a refund. In these cases, there is no need for a student to make an individual application for a refund.

-For international students whose course ceases to be delivered the Tuition Protection Service can assist students in finding an alternative course or to get a refund if a suitable alternative is not found.

14. Refunds where Level Up Education and Training Academy cancels a course (provider default).

Reference	Circumstance	Refund entitlement and calculation
14A	Level Up Education and Training Academy fails to start the course on the agreed starting day at the location because of insufficient numbers, unforeseen circumstances or a sanction has been imposed (and the student has not withdrawn before this day).	(In accordance with Section 46A of the ESOS Act) Unspent total tuition fees will be refunded including the enrolment deposit to be calculated as follows: <ul style="list-style-type: none"> • The weekly tuition fee is multiplied by the weeks in the default period (calculated from the agreed starting day of the course). No refund is required if within 14 days the student is offered and accepts a place in an alternative course to be paid for by Level Up Education and Training Academy.
14B	The course has started but cannot be delivered in full or by Level Up Education and Training Academy, including where a sanction has been imposed (and the student has not withdrawn before the default day).	(In accordance with Section 46A of the ESOS Act) Unspent total tuition fees will be refunded, to be calculated as follows: <ul style="list-style-type: none"> • The weekly tuition fee multiplied by the weeks in the default period (calculated from the day on which the course ceases to be provided). No refund is required if within 14 days the student is offered and accepts a place in an alternative course to be paid for by Level Up Education and Training Academy.

15. Refunds due to other / compassionate reasons (no default).

Reference	Circumstance	Refund entitlement and calculation
15A	If the student receives credit for units within a course for which they have already paid and not undertaken with Level Up Education and Training Academy	(In accordance with Section 46A of the ESOS Act) Unspent total tuition fees will be refunded, to be calculated as follows: <ul style="list-style-type: none"> • The weekly tuition fee is multiplied by the weeks in the default period (calculated from the day on which the course ceases to be provided). No refund is required if within 14 days the student is offered and accepts a place in an alternative course to be paid for by Level Up Education and Training Academy.



15B	If a student cannot complete or commence a course because of illness, disability or where there is death of a close family member of the student (parent, sibling, spouse or child).	<p>At the discretion of Level Up Education and Training Academy's CEO or approved representative.</p> <ul style="list-style-type: none"> The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
15C	If a student cannot complete or commence a course because of other special or extenuating including political, civil or natural events.	<p>At the discretion of Level Up Education and Training Academy's CEO or approved representative</p> <ul style="list-style-type: none"> The weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).

16. Recording and payment of refunds

- Records of refund assessments and issuance of refunds will be stored securely on the student's file and in our accounts keeping system.

17. Default obligations and notification

- Where provider default applies Level Up Education and Training Academy will:
 - Record the default in PRISMS (thereby reporting to the Australian Government) within 3 business days of the day of default
 - Discharge its obligations within 14 business days of the day of default, by either:
 - offering an alternative suitable course to a student which the student has accepted
 - refunding amounts due in accordance with this policy.
 - Record outcome of the discharge of its obligations in PRISMS within 21 business days of the day of default.
- Where a student defaults for any of the reasons below, Level Up Education and Training Academy will record the default in PRISMS (reporting the student to the Australian Government) within 4 weeks of the day of default:
 - A student has been granted a refund in accordance with this policy
 - A student has been granted a refund due to a non-compliant written agreement.
 - The student has defaulted due to Visa refusal for one or more of the following acts or omissions by the student that directly or indirectly caused the student to default in relation to the course at the location:
 - the student's failure to start the course at the location on the agreed starting day;
 - the student's withdrawal from the course at that location;
 - the student's failure to pay an amount he or she was liable to pay the provider, directly or indirectly, in order to undertake the course at that location.

18. Publication:

Level Up Education and Training Academy will publish this policy in the Student Handbook and in the Student Agreement.

Additional Fees and Charges:

Level Up Education and Training Academy has the following of additional charges which may apply in some circumstances.

Additional Fees and Charges:

Non-Tuition Fees – all students	Charge
<p>Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.</p>	<p>\$50 per document plus the cost of postage if required</p>



<p>Additional copies of textbooks or any other learning and assessment resources Where original provided is lost or misplaced. 1 copy of each required resource is included in course fees.</p>	<p>A fee of \$100 per textbook or \$20 per printed document applies if required.</p>
<p>Recognition of Prior Learning (RPL) Application Fee Application Fee - charged once per RPL application Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.</p>	<p>Application fee - \$200</p>
<p>Printing and photocopying Printing costs as may be required to complete assessments, or homework activities, or if students require a copy of any records that Level Up Education and Training Academy holds about them.</p>	<p>Level Up Education and Training Academy provides printing or copying for a cost of 20c per page, however students may use their own or other printing facilities.</p>

Tuition Fees - VET students only	Charge
<p>Re-enrolment fee (per unit) Where a student fails to achieve a satisfactory outcome after three attempts at an assessment task, the student will need to re-enrol into the unit or units in question. Pro-rata course fee based on the number of units required to be undertaken</p>	<p>Pro-rata course fee based on the number of units required to be undertaken. See Student Agreement</p>
<p>RPL per unit fee Charge per unit of RPL undertaken Total course fees may be reduced to account for the number of units undertaken via RPL or where Course Credit has been granted.</p>	<p>\$500</p>

Complaints and Appeals Policy

1. Nature of complaints and appeals

- Level Up Education and Training Academy responds to all allegations involving the conduct of:
 - Level Up Education and Training Academy, its trainers and assessors, and other staff.
 - Any third party providing Services on behalf of Level Up Education and Training Academy including education agents.
 - Any student or client of Level Up Education and Training Academy.
- Complaints may be made in relation to any of Level Up Education and Training Academy's services and activities such as:
 - the application and enrolment process
 - marketing information
 - the quality of training/teaching and assessment provided
 - training/teaching and assessment matters, including student progress, student support, and assessment requirements
 - the way someone has been treated the actions of another student
- An appeal is a request for a decision made by Level Up Education and Training Academy to be reviewed. Decisions may have been about:
 - course admissions
 - refund assessments
 - response to a complaint
 - assessment outcomes/results
 other general decisions made by Level Up Education and Training Academy



2. Principles of resolution:

Level Up Education and Training Academy is committed to developing a procedurally fair complaints and appeals process that is carried out free from bias, following the principles of natural justice. Through this policy and procedure, Level Up Education and Training Academy ensures that complaints and appeals:

- Are responded to in a professional, consistent and transparent manner
- Are responded to promptly, fairly, objectively, with sensitivity and confidentiality
- Are able to be made at no cost to the individual.
- Are used as an opportunity to identify potential causes of the complaint or appeal and take actions to prevent the issues from recurring as well as identifying any areas for improvement.

Level Up Education and Training Academy will inform all persons or parties involved in any allegations made as well as providing them with an opportunity to present their side of the matter.

There are no charges for students to submit, a complaint or appeal to Level Up Education and Training Academy, or to seek information or advice about doing so.

Nothing in this policy and procedure limits the rights of an individual to take action under Australia's Consumer Protection laws and it does not circumscribe an individual's rights to pursue other legal remedies.

3. Making a complaint of appeal:

Complaints about a particular incident should be made as soon as possible after the incident occurring and appeals must be made within thirty (30) calendar days of the original decision being made.

Complaints and appeals must be made in writing using the Complaints and Appeals Form, or other written format and sent to Level Up Education and Training Academy's head office at Level 1, 51 Queen Street Melbourne VIC 3000, Australia attention to the Chief Executive Officer.

When making a complaint or appeal, provide as much information as possible to enable Level Up Education and Training Academy to investigate and determine an appropriate solution. This should include:

- The issue you are complaining about or the decision you are appealing – describe what happened and how it affected you.
- Any evidence you have to support your complaint or appeal.
- Details about the steps you have already taken to resolve the issue.
- Suggestions about how the matter might be resolved.

4. Timeframes for resolution

The complaint or appeal will be acknowledged in writing within 3 business days.

The complaints and appeals process will commence within 10 business days of receipt of the application. Complaints and appeals will be finalised as soon as practicable or at least within 30 calendar days unless there is a significant reason for the matter to take longer.

In matters where additional time is needed, the complainant or appellant will be advised in writing of the reasons and will be updated weekly on the progress of the matter until such a time that the matter is resolved.

5. Resolution of complaints and appeals

Some or all members of the management team of Level Up Education and Training Academy will be involved in resolving complaints and appeals as outlined in the procedures.

Where a complaint or appeal involves another individual or organisation, they will be given the opportunity to respond to any allegations made.

Where a third party delivering Services on behalf of the RTO is involved, they will also be included in the process of resolving the complaint or appeal.

Each party involved in the complaint or appeal may have a support person of their choice present at meetings scheduled to resolve the issue.

In the case of an assessment appeal, an assessor who is independent from the original decision will assess the original task again. The outcome of this assessment will be the result granted for the assessment task. The complainant or appellant will be advised in writing of the outcome of the process and the reasons for the findings made.



- The enrolment status of the student will be handled as follows:
 - Level Up Education and Training Academy acknowledges the need for an appropriate independent party to be appointed to review a matter where this is requested by the complainant or appellant and the internal processes have failed to resolve the matter. Where applicable, costs associated with independent parties to review a matter must be covered by the complainant/appellant unless the decision to include an independent party was made by Level Up Education and Training Academy.
 - Complainants and appellants can find an appropriate independent party by calling the Resolution Institute on 02 9251 3366 or by searching the following directory, according to their locality and area of concern: <https://www.resolution.institute/disputeresolverdirectory>.
 - International students may also use the Overseas Students Ombudsman. This service is free of charge. Where an international student is not satisfied with the outcome or conduct of the internal process, they are referred to the Overseas Students Ombudsman (OSO). See information under external complaint avenues.
 - Level Up Education and Training Academy will provide complete cooperation with the external mediator investigating the complaint/appeal and will be bound by the recommendations arising out of this process.
 - The CEO will ensure that any recommendations made are implemented within twenty (20) days of being notified of the recommendations. The complainant or appellant will also be formally notified in writing of the outcome of the mediation, and any recommendations being actioned by Level Up Education and Training Academy.

7. External complaint avenues

- Complaints can also be made via the following avenues:

- National Training Complaints Hotline:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaints. Consumers can register a complaint with the National Training Complaints Hotline by:

- Phone: 13 38 73, Monday-Friday, 8 am to 6 pm nationally.
- Email: ntch@education.gov.au

- - Australian Skills Quality Authority (ASQA):

Complainants may also complain to Level Up Education and Training Academy's registering body, the Australian Skills Quality Authority (ASQA).

ASQA can investigate complaints about Level Up Education and Training Academy in relation to:

- the quality of our training and assessment
- our marketing and advertising practices

ASQA may not be able to investigate complaint if you do not include evidence that you have already exhausted Level Up Education and Training Academy's formal internal complaints process as above.

Please refer to the following website before making a complaint to ASQA: <https://www.asqa.gov.au/complaints>

- The Overseas Student Ombudsman (OSO):

International students may complain to the OSO if their complaint is in relation to Level Up Education and Training Academy:

- refusing admission to a course
- course fees and refunds
- course or provider transfers
- course progress or attendance
- cancellation of enrolment
- accommodation or work arranged by your provider
- incorrect advice given by an education agent.
- if you believe Level Up Education and Training Academy has failed to take action or are taking too long to take some action. This might include (for example), failing to provide your results in the normal timeframe, or failing to provide services included your written agreement with Level Up Education and Training Academy.

The OSO may not be able to investigate your complaint if you have not already exhausted our formal internal complaints process as above.



Please refer to the following website if you are considering making a complaint:

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students#quality-of-education-provider>

8. Records of complaints and appeals:

Level Up Education and Training Academy will maintain a record of all complaints and appeals and their outcomes and reasons for the outcomes on the Complaints and Appeals Register, which will be securely stored according to the Privacy Policy and Procedures.

9. Publication

This policy and procedure will be published in the Student Handbook and Level Up Education and Training Academy's website.

Issuing of certification documents – VET students

After completing your course and paying all relevant fees, we will issue you with certification within thirty (30) days. For VET students this will include a Testamur and record of results that will show the units of competency achieved in the course and corresponding results.

Where a VET student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

Level Up Education and Training Academy reserves the right to withhold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where Level Up Education and Training Academy is not permitted to do so by law.

Level Up Education and Training Academy must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

Issuing of certification documents – ELICOS Students

ELICOS Students who complete or partially complete an ELICOS course will receive a Certificate and a Transcript that shows the dates of study for the course you participated in and the grades you achieved. This will be issued to you within within thirty (30) days from when you complete the course.

Level Up Education and Training Academy reserves the right to withhold the issuance of all certification until all fees related to the course have been paid, except where Level Up Education and Training Academy is not permitted to do so by law.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any certification at any time for an additional charge. Refer to our Fees and Charges section for the current fee.



Student Forms

Name of Form	Reason for use
Marketing Permissions Form	If we want to use your picture, testimonial or other details on our marketing material (e.g. website) we will ask you to complete this.
Credit Application Form	If you want to apply for Credit Transfer
Complaints and Appeals Form	If you wish to complain about our services, or appeal an assessment decision made
Refund Application Form	If you believe you have grounds for a refund
Enrolment Form	If you wish to apply to study with us - also contains the USI authority form which notifies us of your USI or allows us to request creation of a USI on your behalf (required for enrolment)
Student Change of Details Form	Used to notify us if your personal details (e.g. name, contact details, address) have changed.
Withdrawal Form	If you wish to withdraw from a currently enrolled course of study.
Assessment Task Cover Sheet	Please use this when submitting assessment tasks
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services
Request to Access Records Form	To request access to the information we have in your file
Assessment Task Cover Sheet	Please use this when submitting assessment tasks
Suggestion for Improvement Form	If you would like to supply us with a suggestion to improve our services



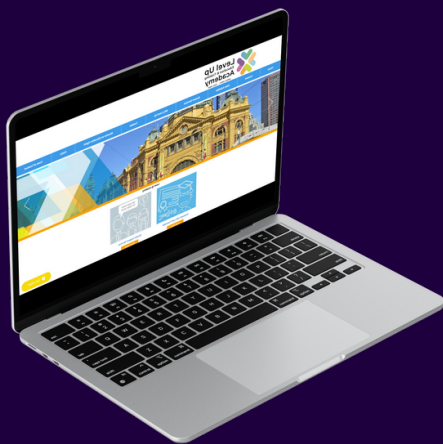
Request to Access Records Form	To request access to the information we have in your file
Refund Application Form	If you believe you have grounds for a refund
Amendment to Records Form	If you believe the information we have in your file is incorrect.



Level Up
Education & Training
Academy
CRICOS: 03617J TOID: 45844

Contact Information

CRICOS PROVIDER
CODE: 03617J RTO: 45844



Visit our website and
social media

**New Management
New Approach
New Success**

Contact us:

 (+61) 409 485 429

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