



# **INTERNATIONAL STUDENT HANDBOOK**

**ZOI Education Pty Ltd | 48 Flemington Road, Parkville VIC 3052 | Phone: +61 3 8347 4100**

**RTO ID: 45174 | CRICOS ID: 03611D | V6 | 2024**

## Welcome from the PEO:

Greetings from ZOI Education!

At ZOI Education, we are dedicated to delivering exceptional educational experiences tailored to the Australian context. Our primary goal is to equip students with the knowledge and skills necessary to excel in the Australian workforce. We take immense pride in offering a diverse range of educational programs and pathways specifically designed to meet the needs of Australian studies, ensuring that our graduates are well-prepared to make meaningful contributions to the local community and economy.

For years, ZOI Education has been a trusted institution for students from across Australia and beyond, guiding them towards achieving nationally recognized qualifications. Our holistic approach to education fosters well-rounded individuals who not only excel academically but also possess the practical skills and industry insights essential for success in the Australian job market.

Whether you're looking to kickstart your career, advance in your current role, or deepen your understanding of Australian studies, ZOI Education is committed to helping you reach your goals. We invite you to join us on this journey of learning and discovery, where opportunities abound for personal and professional growth.

Thank you for considering ZOI Education. We look forward to welcoming you and supporting you in your educational journey.

Eileen Ahn  
Principal Executive Officer  
ZOI Education

## Pre-Departure Information

### About Us

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Welcome to ZOI Education. We look forward to helping you develop your vocational skills and knowledge to prepare you for a rewarding career in the **early childhood education and care industry, cookery and hospitality as well as leadership management courses.**

The purpose of this Handbook is to provide you with all the information that you need to know about studying with ZOI Education including important policies and procedures that you need to be aware of.

ZOI Education has been established with a primary purpose of providing vocational education and training programs to the early childhood industry. Our vision is to provide high quality training and assessment services with the intent of issuing competent learners with nationally recognised qualifications and/or statements of attainment. The first part of this Handbook provides you with all the information you need to know about applying for a course, your visa and arriving in Australia, including important information such as working in Australia and your accommodation.

#### Disclaimer:

The institution strives to maintain the accuracy and currency of distributed information. However, sections may be subject to change without prior notice. Prior to acting upon any information in the Handbook, individuals are encouraged to verify it through the ZOI Education website or by contacting ZOI Education staff for the most current and accurate details. The institution's website offers more comprehensive information on the topics covered in this handbook.

ZOI Education, its representatives, and employees are not liable for any loss or damage resulting directly or indirectly from possessing, publishing, using, or relying on information obtained from distributed materials. This information is provided in good faith without any explicit or implied warranty.

#### Studying Through ZOI Education

ZOI Education is an established training organisation that places a strong emphasis on providing excellent levels of education coupled with continued practical placements. Our trainers have extensive experience in Early Childhood Education and are passionate and committed to the delivery of our course. Our emphasis is on igniting the passion within our students and ensuring they understand the importance of their role in shaping the children of the future.

Our Vision To be the beacon of quality education, nationally and globally, earning admiration from stakeholders for our ethical, innovative, and sustainable practices.

Our Mission We are committed to delivering top-tier educational services, equipping students with the expertise and experiences needed to elevate their prospects in further studies and employment

## **Our Values:**

N - Nurture

U - Unity

R - Respect

T - Transparency

U - Understanding

R - Responsibility

E - Excellence

## **Our Obligation as your RTO**

As a Registered Training Organisation (RTO) 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 as well as the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code).

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with Australian Skills Quality Authority (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, education agents and sales people where applicable.

As a Registered Training Organisation we have the responsibility to issue your Australian Quality Framework (AQF) certification documents in line with our issuance policy as outlined in this Handbook. Should you feel that somehow, we have not delivered our services as intended to be, we would encourage you to seek further clarifications from policies outlined in this Student Handbook or talk to our administrative staff members. Additionally, our complaints and appeals policies will provide guidance on further escalate your concerns.

## **OUR STAFF:**

At Zoi Education, our team boasts a wealth of diversity and professional proficiency. Our staff members come from various professional and cultural backgrounds, all eager to assist you.

At Zoi Education, our instructors offer students top-notch training in accredited and non-accredited courses. Both our faculty and management are dedicated to aiding students in attaining their desired qualifications. Our welcoming administrative and student support personnel strive to create an optimal learning atmosphere, ensuring that students have a fulfilling and practical educational journey.

## OFFICE HOURS

Monday - Friday 8:30am – 5:30pm

## Campus Location

**Melbourne Campus:** GF, The Royal Children's Hospital, 48 Flemington Road, Parkville VIC 3052 Australia (Main Campus)

## Student Support Coordinator

**Phone:** +61 3 8347 4100

**Email:** [studentsupport@zoi.vic.edu.au](mailto:studentsupport@zoi.vic.edu.au)

**Sydney Campus:** Level 1, 53 Murray Street, Pyrmont NSW 2009 Australia

## Student Support Coordinator

**Phone:** +61 2 8036 7863

**Email:** [sydney.admin@zoi.vic.edu.au](mailto:sydney.admin@zoi.vic.edu.au)

## Emergency Telephone Numbers

- Emergency Services - Police, Fire and Ambulance *Phone: 000*
- Police Headquarters (24 hr) *Phone: 131 444*
- Local police station (24 hr) 36 Wrecklyn Street, Nth Melbourne (10min walk) *Phone: 8379 0800*
- Lifeline (24 hr crisis counselling line) *Phone: 131 114*
- Victorian Poisons Information Centre (24 hrs) *Phone: 13 11 26*
- Nurse on Call (24 hrs – free health advice anywhere in Victoria)  
24 *Phone: 1300 60 60*

## Local Medical Centers

- Parkville Medical Centre 1F Royal Parade Parkville *Phone: 9342 7390*
- University Melbourne Medical Centre 138 Cardigan Street Parkville *Phone: 8344 6904*

## Hospitals

Both of these hospitals provide 24-hour emergency services:

- The Royal Melbourne Hospital
- 300 Grattan Street, Parkville, Victoria
- Phone: +61 3 9342 7000
- <https://www.thermh.org.au/>
  
- St Vincent's Hospital Melbourne
- 41 Victoria Parade, Fitzroy, Victoria
- Phone: +61 3 9231 2211
- <https://svhm.org.au/home>

### Local taxi companies

- 13CABS  
Phone: 132 227  
[www.13cabs.com.au](http://www.13cabs.com.au)
- Silvertop  
Phone: 131 008  
[www.silvertop.com.au](http://www.silvertop.com.au)

### Automatic Teller Machines (ATMs):

- Cashcard ATM  
50 Flemington Road, Parkville, Victoria
- Commonwealth Bank ATM  
Grattan Street, Parkville, Victoria
- NAB ATM  
Melbourne University, Royal Parade, Parkville, Victoria

### Libraries

- Kathleen Syme Library and Community Centre  
251 Faraday Street, Carlton, Victoria  
Phone: 03 9658 7310  
<http://www.melbourne.vic.gov.au>
- State Library of Victoria  
328 Swanston Street, Melbourne, Victoria  
Phone: 03 8664 7000  
<https://www.slv.vic.gov.au/>

### Campus Location

Sydney Campus: Level 1, 53 Murray Street, Pyrmont NSW 2009 Australia

### Student Support Coordinator

**Phone:** (02) 8036 7863

**Email:** [help.syd@zoi.vic.edu.au](mailto:help.syd@zoi.vic.edu.au)

### Emergency Telephone Numbers

**Emergency Services - Police, Fire, and Ambulance:** 000

**Police Headquarters (24 hr):** 131 444

**Local police station (24 hr)** - Pyrmont Police Station (10-minute walk):

36-38 Pirrama Road, Pyrmont NSW 2009

Phone: 02 9692 0299

**Lifeline (24 hr crisis counselling line):** 131 114

**Poisons Information Centre (24 hrs):** 13 11 26

**Healthdirect Australia (24 hr - free health advice):** 1800 022 222

### Local Medical Centers

#### **Pymont Doctors Medical Centre:**

Shop 1, 1 Union Street, Pymont NSW 2009

Phone: 02 9660 6788

#### **Pymont Medical Centre:**

Shop 13, 313 Harris Street, Pymont NSW 2009

Phone: 02 9518 6666

### Hospitals

The nearest hospital providing emergency services:

#### **Royal Prince Alfred Hospital:**

50 Missenden Road, Camperdown NSW 2050

Phone: 02 9515 6111

<https://www.slhd.nsw.gov.au/rpa/>

### Local Taxi Companies

Silver Service:

Phone: 133 100

<https://silverservice.com.au/>

Legion Cabs:

Phone: 131 451

<https://www.legioncabs.com.au/>

### Automatic Teller Machines (ATMs):

Commonwealth Bank ATM:

50 Murray Street, Pymont NSW 2009

NAB ATM:

1/80 Union Street, Pymont NSW 2009

## Libraries

The nearest library:

City of Sydney Library - Ultimo Branch:

Corner of William Henry Street and Bulwara Road, Ultimo NSW 2007

Phone: 02 8019 6955

<https://www.cityofsydney.nsw.gov.au/explore/libraries/branches/ultimo-library>

## Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

(Hospital contact details near our campus are listed in the Hospitals section of this handbook).

## Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to arrange OSHC before you come to Australia to cover you for your entire stay in Australia. The Department of Immigration and Citizenship requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you:

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC World care [www.oshcallianzassistance.com.au](http://www.oshcallianzassistance.com.au)
- NIB OSHC [www.nib.com.au/overseas-students](http://www.nib.com.au/overseas-students)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health and Ageing's (DoHA) [Frequently Asked Questions](#).

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers
- International travel insurance



- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au).

### Living Costs in Australia

Cost of Living While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they do not rely on such work to meet all their expenses. The approximate minimum living costs for the students and their families are:

- You - \$20,290
- Partner or spouse - \$7,100
- Child - \$3,040

You can also refer to the tentative breakdown of living expenses below. Please note that the costs are an approximate guide only.

- Accommodation - \$85 to \$440 per week
- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week • Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

You can also estimate the living cost at Study in Australia or Insider Guides of Living Calculator. The Australian Government provides information and guidance on managing your finances. You can read more at [www.moneysmart.gov.au](http://www.moneysmart.gov.au).

Please note these websites are just to assist students to get started to find a suitable location. Zoi does not have any arrangements with either of the above. If you experience financial trouble while in Australia, talk to student support staff at Zoi Education for assistance

### Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Adhering to a sensible and realistic budget will ensure that you maximise your available funds.

Read more about budgeting at <https://www.moneysmart.gov.au/>.

### Working in Australia

As a student visa holder, you are allowed to work up to 48 hours a fortnight during term time and as many hours as you like during holidays. More detailed information is available at the Department of Home Affairs website.

Visit the following website to find out more about working in Australia, including how to find a job.

<https://www.studyaustralia.gov.au/en/work-in-australia/finding-work-while-you-study>

## 1st day at ZOI Campus

### Orientation Day

All students beginning their training journey with Zoi are required to attend a compulsory orientation session. This provides an opportunity to meet your student welfare officers, who will provide you with important information related to your course, our policies and procedures, our expectations of you as a student, and general campus life. During this session, you will also participate in a tour of your campus, meet your trainers, receive information regarding our student platform and meet other members of our dedicated staff.

The orientation session is also an opportunity for you to ask any questions you may have, ensuring that you are ready for the rest of your studies with us.

### Student's Academic Platform (Moodle)

Information Technology plays a crucial role in contemporary society and across various industries. To support students in leveraging this technology, each of our campuses is equipped with Wi-Fi access. This enables students to seamlessly access the Zoi Moodle, a comprehensive Learning Management System. Through Moodle, students can access course materials, assessment resources, pre-reading materials, instructions for self-directed learning, and submit assessments. Upon enrollment, students will receive a welcome email containing login details for Moodle

### 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 that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own 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.

**NOTE: The USI is different from the Student Number you will receive from ZOI Education, detailed on your student card.**

### Required Learning Resources

The tuition fee does not cover the cost of textbooks, student uniforms (required for courses with mandatory work placement), or other resources associated with the course. Students are responsible for purchasing essential textbooks and/or equipment necessary to fulfill the course requirements. It's important to recognize that without these compulsory resources, students may face disadvantages and may struggle to achieve competency. For detailed information about the compulsory resources needed for your specific course, please consult your student support officer via email or at the reception desk.

### Timetable and Training Schedule

Upon enrollment, along with your welcome email from Zoi, you will receive your personalized training plan. This document will detail the scheduled class days, term durations, units of competence, and term breaks.

### Credit Transfer / RPL

If you have completed a similar qualification, previously at ZOI or another college, you may be eligible for a credit transfer/RPL which can save you time and/or money on your studies! If you need any help, feel free to contact us for more information. The credit transfer / RPL application is required to be submitted prior to enrolment or at the latest during the rest of your course.

### Working with Children Check

You might encounter the chance to engage with patients below 18 years old. The Working with Children (WWC) Act 2005 mandates screening procedures for individuals volunteering or working with children. It is a prerequisite for all students to possess a current WWC, lasting for 5 years from the date of issue, prior to participating in professional practice experience.

For individuals pursuing qualifications such as the CHC30113 Certificate III in Early Childhood Education and Care or the CHC50113 Diploma of Early Childhood Education and Care, it is essential to obtain a Working with Children Check (WWCC). This check is necessary because it ensures that individuals working or volunteering in roles involving contact with children meet certain safety requirements and do not pose a risk to children's safety and well-being.

The WWCC is a vital safeguarding measure aimed at protecting children from harm by assessing individuals' suitability to work with them. It involves a thorough background check, including criminal history and any relevant disciplinary actions, to ensure that individuals do not have a history of offenses that would make them unsuitable to work with children.

You can obtain a Working with Children Check through the following link:

#### Victoria:

[Working with Children Check | vic.gov.au \(www.vic.gov.au\)](http://vic.gov.au)

Sydney:

[Apply for a Working with Children Check \(WWCC\) | Service NSW](#)

## Health

### **Emergencies**

For emergencies such as fire, ambulance or police, call 000. When you dial 000, you will be asked whether you want you wish to be directed to fire brigade, paramedics/ambulance or police services. You will also be asked for your name and address and telephone number.

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

Phone: 000

### **Fire**

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Phone: 000

### **Ambulance**

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

Phone: 000

## Study at ZOI Education

Course offer for International Students:

Course Name ▼	Level
Advanced Diploma of Leadership and Management	Advanced Diploma
Certificate III in Commercial Cookery	Certificate III
Certificate III in Early Childhood Education and Care	Certificate III
Certificate IV in Kitchen Management	Certificate IV
Diploma of Early Childhood Education and Care	Diploma
Diploma of Hospitality Management	Diploma
Diploma of Leadership and Management	Diploma

### **Class Attendance Requirements:**

According to Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, it is a requirement for international students to maintain satisfactory progress and attendance as a condition of their student visa. All students must aim for a 90% attendance rate for all scheduled classes and for the compulsory practical skills lab sessions is 100%. However, the absolutely minimum attendance rate for all scheduled theoretical classes is 80%.

## At Zoi, we acknowledge that Registered Providers have responsibilities to:

- Monitor the progress and attendance of overseas students according to sector requirements.
- Provide assistance to students identified as at risk of not meeting progress or attendance standards.
- Extend an international student's enrollment duration only in specific situations and inform them of potential visa impacts.
- Offer online learning in line with sector-specific online learning requirements.
- Our Course Progress Monitoring Policy and Procedure outlines Zoi College approach to ensure compliance with these obligations.

## Assessment submission & Due date

ZOI Education is committed to an assessment system that ensures adherence to the assessment requirements specified in the training package, while also aligning with the Principles of Assessment and the Rules of Evidence.

Your trainer at ZOI Education will employ a variety of methods to gather evidence of your competency. You will be provided with "Assessment Tasks" that offer opportunities to showcase your skills and knowledge through diverse means.

These methods may include written and verbal tests, written assignments, case studies, projects, practical tasks, simulations, and role-plays. This multifaceted approach enables you to demonstrate your competence gradually as you acquire additional skills and knowledge over time.

## Re-assessment

All student assessments must be submitted through the Zoi student portal. For assessment policy and procedure, theoretical assessment tasks are due two weeks following the conclusion of classroom delivery. Work placement or professional practice record books must be submitted within a week after completing the respective placement or practice.

In the event that a student fails to submit their assessment by the due date without prior approval for an extension, they are required to pay a late submission fee of 50 for their work to undergo assessment.

## Academic Appeals

If the student is dissatisfied, he/she has the right to appeal the decisions made by Zoi. Refer to Complaints and Appeal policy and procedure.

## Academic Misconduct - Cheating, Plagiarism, and Collusion

Zoi Education takes a systemic approach to the treatment of plagiarism in academic work. The Assessment and Submission policy is intended to promote honesty in learning and assessment and respect for the work of others. Contravention of this policy will result in students being penalized. For the purpose of this policy, plagiarism means presenting another person's work as one's own work by presenting, copying or reproducing it without acknowledgment of the source.

### Plagiarism includes presenting work for assessment that includes:

- phrases, clauses, sentences, paragraphs or longer extracts from published or unpublished work (including the Internet) without acknowledgment of the source; or
- the work of another person, without acknowledgment of the source.
- For information about assessment procedures, refer to Assessment policy and procedure. The following gives an indication to the types of behavior that constitutes 'Academic Misconduct' within Zoi Education:
  - Failure to comply with directions from Zoi Education in the support strategies to complete unit of competency/qualification.
  - Students must not request the loan of or lend assessments or devices to other students.
  - Students must not copy or paraphrase any document, audio-visual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study.
  - Students must not use another person's concepts, results or conclusions and pass them off as their own. In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.

Students must notify both the host organization and Zoi Education's clinical facilitator of all absences. Please note that clinical placement days are compulsory and must be undertaken.

## Copyright and Proper Referencing

Copying of material is subject to the regulations outlined in the Australian Copyright Act 1968. For educational and research purposes, you are permitted to copy: either one chapter or 10% of a book; or one chapter, or 10% of the number of words of text materials in electronic form; or one article per issue of a journal, magazine, or newspaper – or multiple articles if each pertains to the same subject matter. Copyright laws also extend to internet material, artistic, dramatic, and musical works.

It is imperative for students to employ accurate referencing to attribute the sources of information utilized in their assignments or written work. Zoi Education adheres to the APA referencing style as the accepted method of referencing.

## Work -placement schedule

Courses in the health and community sector at Zoi Education necessitate that students undergo a designated number of hours of work placement or professional practice experience within Zoi-approved health and/or community health services. These placements, arranged by Zoi Education, are scheduled at specific intervals throughout or upon completion of the course and are detailed in our course information guide on the website.

### The mandatory requirements for students engaging in work placements or professional practice include:

1. Attending a minimum of 80% of scheduled classes.
2. Completing and submitting all assessments for each semester.
3. Receiving a satisfactory pass in the theoretical assessments for each unit of competency.
4. Attending all practical or lab skills sessions and achieving a satisfactory pass in all required practical skills.

## Course or campus transfer

To apply for an internal transfer at Zoi Education, you have the option to transfer:

From one Zoi VET program/course to another. From your current course to a different Zoi campus. Transfers are only permitted between the same course type (e.g., from Certificate III to another Certificate III or from Certificate IV to another Certificate IV) and can only be pursued if you have not yet completed your current course. Your application for transferring to a different course level, such as from Certificate III to Certificate IV, will be subject to meeting course entry requirements, including English proficiency and LLN (Language, Literacy, and Numeracy) requirements. You may also be required to undergo a pre-training review and/or LLN test. If you're currently enrolled in a course and wish to enroll in another and apply for an internal transfer at Zoi Education, please contact our student support team via email or visit the reception area. They will guide you through the transfer process and provide you with the necessary instructions and forms.

Please note that transferring courses or campuses involves a competitive selection process, meaning you will be competing with other students for placement in the desired course.

## Course Transfer

1. ZOI Education will not knowingly enroll a student wishing to transfer from another registered provider's course of study except where:
  - the original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
  - the original registered provider has provided a written letter of release
  - the original registered provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course

- any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change

If any of the above conditions apply, ZOI Education can enroll a student before they have completed six months of their principal course.

ZOI Education will not actively recruit a student before the student has completed six months of their principal course.

The restriction to not enroll transferring students also applies to any prerequisite courses in a package of courses.

Students may transfer to another registered provider before they have completed six months of their course or at least 2 study periods. The circumstances in which a transfer will be granted include:

Where it is considered that the course that the student wishes to transfer to:

- better meets the study capabilities of the student
- better meets the long-term goals of the student, whether these relate to future work, education or personal aspirations
- offers the student access to greater support either through services offered by another registered provider, commercial or non-profit services or through access to family, friends or a cultural support network
- 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 will usually will not be granted where:

- The transfer may jeopardize 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 during which time the full range of support services will be provided to the student
- The student is trying to avoid being reported to Department of Home Affairs for failure to meet the provider's attendance or academic progress requirements.

All decisions made by ZOI Education with regard to a student's requests to transfer to another provider will be fair and consider the student's individual circumstances and any other relevant factors.

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

A letter of release will always be granted where a student has provided evidence that he or she was misled by ZOI Education or migration agent regarding the provider or its course which is in breach of the ESOS Act.

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

There is no cost in providing students with a letter of release. However, where a student transfers to another registered provider, any refund of course fees paid will be in accordance with ZOI Education's Fees and Refunds Policy and Procedure.



Students who are granted a letter of release must contact Department of Home Affairs to seek advice on whether a new visa is required. To find out more about visa requirements, students should call Department of Home Affairs on 131881 or visit [the](#) Home Affairs website.

Information about course transfers is provided to students in the International Student Handbook and Course Guides which are provided to students prior to or upon commencement of a course. These are also available on ZOI Education's website.

Where the decision is made to refuse a student or ZOI Education does not respond to the request in the timeframe set out in this Policy, the student may appeal against the decision by accessing ZOI Education 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.

All records relating to course transfers will be kept on each respective student's file.

### **Student Support**

Weekly learning support sessions are available for students seeking assistance with coursework. These sessions, led by a learning support teacher, cover various aspects such as paragraphing, sentence structure, the use of headings and sub-headings, general formatting, and literacy skills. Additionally, the learning support teacher can provide guidance on workload management and research skills.

### **Academic Support**

Zoi welfare officers collaborate with academic staff to identify and assist students who may be at risk of not meeting course progress requirements. They are available Mon to Fri 8:30am to 5:00pm. Academic progress, course monitoring and support- Our admin officers liaise with academic staff to identify support and support students who at risk of not meeting course requirements.

### **Welfare Support**

Zoi provides personalized assistance and support specifically designed for Aboriginal and Torres Strait Islander students. The welfare officer is dedicated to ensuring a positive study experience, offering comprehensive support to ensure students feel well-supported and have the highest chance of success in their chosen area of study.