



# **INTERNATIONAL STUDENT HANDBOOK**

**2026**



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# WELCOME

Welcome to Greenwood Academy of Animal Care and Agriculture, a CRICOS-registered provider committed to helping international students succeed in Australia's world-class vocational education system.

By enrolling with us, you are choosing a nationally recognised training organisation that delivers job-ready, industry-aligned qualifications in animal care, agriculture, business, and management — all within a supportive and culturally inclusive environment.

We understand that studying in a new country can be both exciting and challenging. That's why our courses are:

- Designed in consultation with industry to ensure relevant, up-to-date skills
- Structured to support diverse learning needs, including English language support
- Delivered by qualified trainers with real-world experience and cross-cultural awareness
- Backed by strong student wellbeing and academic support systems

This International Student Handbook outlines the essential information you need to thrive during your time with us. It includes:

- Your rights and responsibilities as a student in Australia
- Student visa conditions, including attendance and course progress requirements under the ESOS Act
- Support services available to you on campus and in the wider community
- Health, safety, and emergency contacts
- Insights into Australian life and culture to help you adjust smoothly

Greenwood Academy is committed to supporting your journey — not just academically, but personally and professionally. Whether you're working with animals, managing farms, or pursuing business leadership, you'll be equipped with the confidence, competence, and clarity needed to achieve your goals. We're proud to welcome you to Australia and to Greenwood Academy.

Let's begin your journey.



Channel Benjamin  
PEO

Greenwood Academy of Animal Care and Agriculture

## ABOUT US

Located in the heart of Sydney's CBD, Greenwood Academy of Animal Care and Agriculture delivers nationally recognised qualifications in the areas of animal care, agriculture, business, and management.

With comfortable, accessible training facilities, industry-current trainers and assessors, and modern, practical learning resources, Greenwood Academy is a smart choice for students seeking career-ready, real-world education in high-demand fields.

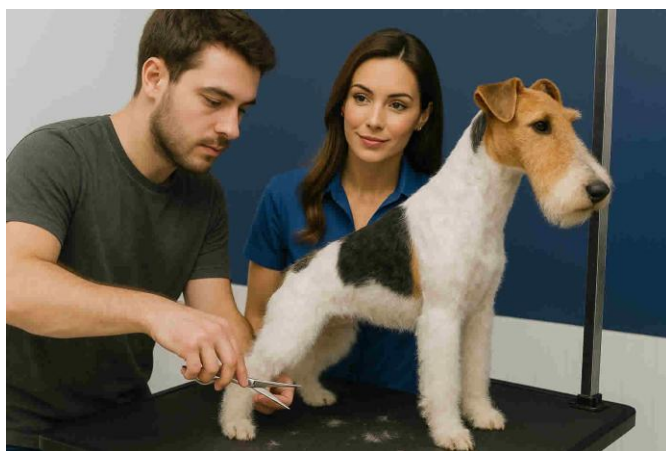
We are a private Registered Training Organisation (RTO) delivering vocational education and training (VET) — a key component of Australia's education and workforce development system. The VET sector is built on strong partnerships between government and industry to ensure training is aligned with real workplace needs.

Our VET courses are competency-based, which means students are assessed on whether they can demonstrate the required skills and knowledge in each unit. Each assessment outcome is recorded as either:

- Competent (C) – all criteria met
- Not Yet Competent (NYC) – more evidence or practice required

Once you have achieved competency in all units of your course, you will be awarded an Australian Qualifications Framework (AQF) certificate that is nationally recognised and valued by employers across Australia — and increasingly, around the world.

To learn more about the Australian VET system and qualification levels, visit: <https://www.studyinaustralia.gov.au/English/Australian-Education/Vocational-education>



Enlighten Talent Pty Ltd (ABN 11 651 097 719)  
trading as  
Greenwood Academy of Animal Care  
and Agriculture

**Sydney Campus:**  
Suite 2, Level 1, 175 Liverpool Street  
Sydney NSW 2000  
Telephone: 02 7252 3611  
Student Support Contact: Isha Adhikari  
Email: [services@gwacademy.edu.au](mailto:services@gwacademy.edu.au)

Monday to Friday  
09:30AM to 06:00PM

**Melbourne Campus:**  
25 Saint Mangos Lane Docklands VIC 3008  
Telephone: 03 9328 5290  
Student Support Contact: Diana Prada  
Email: [services@gwacademy.edu.au](mailto:services@gwacademy.edu.au)

Monday to Friday  
09:30AM to 06:00PM

*Students can contact the support officer for  
academic, personal, or administrative matters.*



## MISSION STATEMENT

***"When loving them is not enough — train with purpose, care with confidence."***



At Greenwood Academy of Animal Care and Agriculture, our mission is to cultivate skilled, compassionate professionals who deliver meaningful care across the animal care, agriculture, business, and allied health sectors.

We are committed to providing an inclusive, supportive learning environment where equity, ethical responsibility, and practical excellence are at the core of every qualification. Through best-practice training and individualised support, we empower students to become confident, capable, and career-ready individuals with the knowledge to care for animals and communities responsibly.

We believe in education as a pathway to self-actualisation, civic engagement, and lifelong professional growth.

## VISION STATEMENT

***"To nurture skilled, compassionate professionals in animal care and allied industries through quality training and real-world experience."***

Our vision is to be recognised as a leading provider of accredited vocational education, producing graduates who are job-ready, ethically grounded, and equipped to meet both local and global industry demands.

Through industry-aligned courses, modern training methods, and strong student engagement, Greenwood Academy aims to consistently exceed expectations — delivering qualifications that translate into meaningful careers, strong communities, and improved animal welfare outcomes.

We are building a future where the next generation of professionals approaches their work with knowledge, purpose, and compassion.



## OUR VALUES

We embed the following values in every course, every interaction, and every learning experience:

- **Fairness** – Equal opportunity in learning, support, and access
- **Equality** – Respecting the dignity of all students and staff
- **Respect** – For people, animals, cultures, and learning journeys
- **Diversity** – Embracing differences as strengths
- **Honesty** – Transparent, ethical communication and conduct
- **Integrity** – Doing what's right, even when no one's watching
- **Inclusivity** – Removing barriers and creating belonging
- **Lifelong Learning** – Instilling curiosity and continued growth
- **Sustainability** – Making choices that protect the future
- **Environmentalism** – Valuing ecosystems and animal welfare

## EDUCATIONAL COMMITMENT

All courses at Greenwood Academy of Animal Care and Agriculture are designed to deliver:

- Teaching and learning excellence
- Flexibility to suit learner needs
- Practical job readiness
- Alignment with industry expectations
- Personal and professional satisfaction

We maintain a robust quality assurance system underpinned by documented policies, procedures, and controls. These systems ensure our training and assessment services are reliable, consistent, and fully compliant with all relevant legislation and the Standards for RTOs 2025.

Our nationally accredited qualifications are recognised across Australia — and in many cases, respected internationally — giving you transferable skills to build a lasting career in your chosen field.

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## OUR OBLIGATION TO YOU

As a student, you are also protected under Australian Consumer Law. If you purchase a course from Greenwood Academy, you are entitled to services that match the description provided, are of acceptable quality, and are fit for the stated purpose.

We collect and report student data to government authorities as required. This includes reporting to the National Centre for Vocational Education Research (NCVER). Full details are available in our Privacy Policy.

As a Registered Training Organisation (RTO 45916) Greenwood Academy of Animal Care and Agriculture is regulated by the Australian Skills Quality Authority (ASQA), Greenwood Academy has a legal and ethical obligation to deliver nationally recognised training and assessment to the highest standard.

This means:

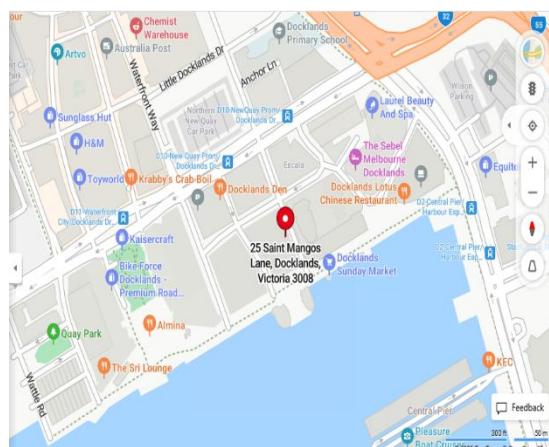
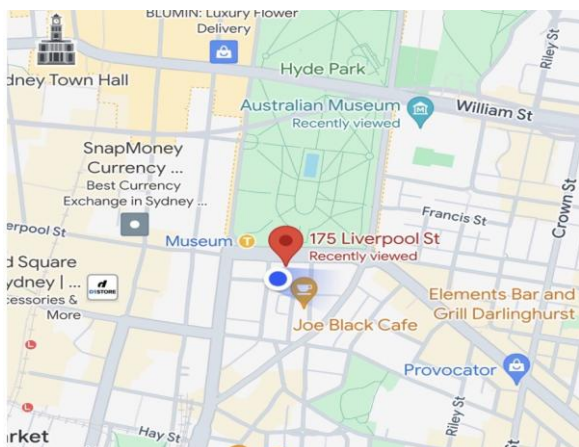
- We operate under the VET Quality Framework, including the Outcome Standards for RTOs 2025
- We have implemented strong internal systems, quality controls, and student support mechanisms
- We take full responsibility for any third-party training or marketing services provided on our behalf
- We are regularly audited by ASQA and provide required data and compliance evidence
- We will issue your AQF certification upon your successful completion of course requirements

If at any point you believe we have not met these obligations, you have the right to make a formal complaint. Please refer to the Complaints and Appeals section of this handbook for further information.



## OUR CAMPUS

Greenwood Academy is located in the heart of Sydney's Central Business District (CBD). The campus is easily accessible by public transport and surrounded by cafes, shops, and student-friendly amenities creating a vibrant and accessible learning environment.. Our location reflects our commitment to convenience, accessibility, and community connection.



**\*\* Sydney Campus \*\* Suite 2, Level 1/175 Liverpool Street, Sydney NSW 2000**

**\*\* Melbourne Campus \*\* 25 Saint Mangos Lane, Docklands VIC 3008**

## ABOUT OUR LOCATIONS

### Sydney Campus

Greenwood Academy's Sydney campus is located in the Central Business District (CBD), close to transport, food outlets, and student services. Sydney is Australia's largest city, known for its diversity, job opportunities, and world-famous landmarks such as the Sydney Opera House and Harbour Bridge.

Public transport is reliable and includes trains, buses, and light rail. We recommend using an Opal Card for travel. Visit [transportnsw.info](https://transportnsw.info) to plan your trip and manage your Opal Card.

### Melbourne Campus

Our Melbourne campus is located in Docklands, just minutes from the city centre. Melbourne is a multicultural city known for its arts, education, and high quality of life.

Public transport includes trams, trains, and buses. A Myki card is required to travel. Visit [ptv.vic.gov.au](https://ptv.vic.gov.au) to learn more about Myki and plan your travel.

## COURSES WE OFFER

Greenwood Academy of Animal Care and Agriculture (RTO 45916) currently delivers the following nationally recognised qualifications:

### Animal Care and Veterinary Nursing

- ACM20121 Certificate II in Animal Care
- ACM30122 Certificate III in Animal Care Services
- ACM40418 Certificate IV in Veterinary Nursing

These qualifications prepare students to work in entry-level through to advanced roles in veterinary clinics, shelters, grooming salons, and animal welfare environments.

### Business and Management

- BSB50120 Diploma of Business

This qualification develops practical skills in business operations, project management, and leadership — suitable for those pursuing administrative, supervisory, or entrepreneurial roles.

Each course is aligned with the Australian Qualifications Framework (AQF) and delivered in accordance with the Standards for RTOs 2025 and the ESOS framework (for international students).

For full course outlines, visit: [www.greenwoodacademy.edu.au/courses](http://www.greenwoodacademy.edu.au/courses) (<https://gwacademy.edu.au>)

## WHAT IS A USI AND WHY DO I NEED ONE?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. **If you don't have a USI, then you can't be awarded your qualification or statement of attainment.**

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. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

For information on exemptions visit: <https://www.usi.gov.au/exemptions>.

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

# RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

At Greenwood Academy, we acknowledge that students may have acquired skills and knowledge through formal study, work experience, or informal learning. You may be eligible for Recognition of Prior Learning (RPL) or Credit Transfer (CT), which can reduce the length and cost of your course.

## Credit Transfer (CT)

Credit Transfer is the recognition of equivalent units of competency previously completed through:

- Another Registered Training Organisation (RTO), or
- A verified VET transcript from the USI Registry.

To apply:

- Indicate your request for Credit Transfer on your enrolment form.
- Submit a certified copy of your Statement of Attainment or USI transcript.
- An initial \$300 fee when you apply for CT.

Greenwood Academy will:

- Notify you in writing of the outcome,
- Adjust your course schedule and fees as required, and
- Issue a revised Confirmation of Enrolment (CoE) if applicable.

## Recognition of Prior Learning (RPL)

RPL is the formal recognition of your existing skills and knowledge gained through non-accredited learning such as employment, volunteering, or life experience.

To apply:

- Indicate your intention on your enrolment form.
- Provide evidence of your competence (e.g., work samples, portfolios, references).
- An initial \$300 fee when you apply for RPL plus \$400 per unit for RPL assessment (if applicable)

## For Direct Entry and RPL of ACM40418 Certificate IV in Veterinary Nursing

- If you hold an Australian Certificate II or III or higher animal science discipline (or equivalent), no fee is payable.
- If you do not hold these qualifications, an initial \$300 fee when you apply for RPL plus \$400 per unit for RPL assessment (if applicable)

Once assessed, Greenwood Academy will:

- Issue a written outcome of your application,
- Update your Training Plan to reflect any adjustments,
- Reduce your course duration and fees accordingly,
- Reissue your CoE if you are an international student.

**Need help?** Speak with your Trainer and Assessor or contact Student Services for guidance on your application.

# COURSE ORIENTATION

At Greenwood Academy, attendance at the Orientation and Induction Session is compulsory for all new international students. This session takes place in the week prior to your official course start date and is designed to ensure you feel confident, informed, and supported as you begin your learning journey in Australia.

This session also supports compliance with your student visa conditions and ensures you understand your rights and obligations under the Education Services for Overseas Students (ESOS) Framework.

## What We Cover:

- **Course Overview**

Learn about your qualification, including how your units will be delivered, assessment types, practical training components, and how your course progress will be monitored under visa regulations.

- **Visa Compliance & ESOS Obligations**

Understand your legal obligations as a CRICOS student, including:

- Maintaining a minimum of 80% attendance
- Achieving satisfactory course progress
- Updating your contact details within 7 days of any change
- Understanding your rights under the ESOS Act, including access to complaints and appeals

- **Overseas Student Health Cover (OSHC)**

Get guidance on using your OSHC insurance, including how to:

- Find a doctor or medical service
- Make a claim or access support
- Use emergency services if needed

- **Campus Tour & Facilities**

Explore your campus location and become familiar with classrooms, computer labs, student kitchen, Wi-Fi access, breakout areas, and amenities.

- **Health & Safety**

Learn about workplace health and safety (WHS) responsibilities, emergency evacuation procedures, and how to access first aid and crisis support.

- **Your Rights & Responsibilities**

We'll walk you through the Student Code of Conduct, expectations around behaviour, academic honesty, and respectful interaction in multicultural environments.

- **Support Services**

Meet your Student Support Officer and learn how to access:

- English language and learning support
- Mental health and wellbeing services
- Accommodation advice
- Employment resources
- Legal or personal assistance



- **Critical Incident Management**

Understand what to do in the event of a serious incident on or off campus, including how Greenwood Academy will support and report critical incidents affecting your welfare or visa.

- **Creating Your USI (Unique Student Identifier)**

If you don't have a USI yet, we'll help you register one. This is mandatory for all VET students in Australia. International students must hold a valid visa and be in Australia before a USI can be created.

- **Q&A Forum**

Ask questions, raise concerns, and clarify anything you're unsure about — we're here to help you get started on the right foot.



# UNIQUE STUDENT IDENTIFIER (USI) FOR INTERNATIONAL STUDENTS

All students undertaking nationally recognised training in Australia are required to have a Unique Student Identifier (USI). This is a government-issued reference number that creates a secure online record of your training and qualifications.

If you do not provide a valid USI, Greenwood Academy cannot issue your qualification or statement of attainment.

## What international students need to know

If you are an international student studying in Australia on a student visa, you are eligible to create a USI only after you arrive in the country. You must provide a valid form of identification that matches your enrolment details. The most common ID used is your passport with a valid Australian visa.

## How to create your USI

You can create your USI by visiting the official website:

[www.usi.gov.au](http://www.usi.gov.au)

You will need:

- Your personal details as listed on your passport
- Your passport number and visa details
- Access to a mobile number or email address to receive confirmation

If you are having trouble creating your USI, Greenwood Academy will assist you during orientation or at any time throughout your studies.

## Exemptions

If you believe you may qualify for a USI exemption, you must speak with Student Services.

Exemptions are rare and subject to approval by the USI Registrar. However, even if an exemption is granted, it may affect your ability to receive formal certification upon course completion.

For more information on exemptions, visit:

<https://www.usi.gov.au/exemptions>

## WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT?

At Greenwood Academy, your training is hands-on, relevant, and aligned with current industry practices. Our vocational courses focus on competency-based learning, ensuring that you're gaining the skills, knowledge, and practical abilities required for the animal care industry.

You will undertake training in multiple environments, including:

- **Classroom-based learning**, where trainers deliver theoretical content and structured practical tasks in simulated settings.
- **On-campus practical sessions**, where you develop skills using real tools and processes in a supervised environment.
- **\*Workplace-based training**, where you apply your skills during scheduled work placements in industry partner facilities (e.g., veterinary clinic).

*\*Workplace-based training is optional for ACM20121 and ACM30122*

Your assessments are designed to reflect real-world tasks. These may include:

- Observation checklists during practical tasks
- Written questions or oral interviews
- Workplace evidence such as logs, photos, or video recordings
- Projects, reports, or case studies

For each assessment task, you'll receive one of two results:

- **Satisfactory** or **Not Satisfactory** for individual tasks
- **Competent** or **Not Yet Competent** once all tasks for a unit are completed

To be awarded a qualification, you must be marked Competent in every unit of competency that makes up your course. This includes demonstrating capability both in the classroom and in your work placement.

Refer to your timetable for specific units that involve:

- **In-house practical sessions** (conducted at our Sydney campus)
- **Practical workplace activities** (Certain units requires to be the in an animal care facility, GWA can support you to find facilities that can help you experience the real-life industry).

If you're unsure where or how an assessment will take place, your Trainer or Student Services can clarify this for each unit.

- work placement requirements

As part of your Animal Care course, you are required to complete a structured practical activity in a real industry setting or an environment that accurately represents workplace conditions. This essential component of your training allows you to apply your learning in practical, hands-on environments — preparing you for employment in the animal care sector.

# REQUIRED WORK EXPERIENCE HOURS BY QUALIFICATION

- **Certificate IV in Veterinary Nursing: Minimum 240 hours**
- 

## What is Work Placement?

Student placements can give students the chance to get the skills they need to transition successfully from study to work. At the same time, industry gets the opportunity to enrich student learning experiences and increase the number of work-ready graduates.

Students who wish to complete their placement with a provider that is not part of GWA's approved partner facilities must first notify GWA of their nominated provider. GWA will then review the details to determine whether the facility is suitable and meets the requirements for work placement duties. Approval must be obtained before the student can proceed with the placement.

Placements that meet the definition of a vocational placement under the *Fair Work Act 2009* (the FW Act) are lawfully **unpaid**.

<https://www.fairwork.gov.au/starting-employment/unpaid-work/student-placements>

Greenwood Academy of Animal Care and Agriculture cover your insurance for your work placement if **you are not a paid employee of the host workplace**. The Work placement guide for host employers and supervisors provides information to your workplace. If you are a paid employee, you will be covered by your employer's Workers Compensation insurance policy.

Work placement is a form of structured workplace learning built into your course. It complements your classroom training and simulates real-world scenarios in a relevant industry setting such as:

- Veterinary clinics
  - Pet grooming salons
  - Animal shelters
  - Boarding kennels
  - Zoos or wildlife facilities (in some cases)
- 

## Why is it important?

Participating in work placement gives you the opportunity to:

- ✓ Apply classroom knowledge in real-world situations
- ✓ Develop and demonstrate industry-recognised skills
- ✓ Gain exposure to real workplace expectations and routines
- ✓ Build confidence in handling animals and interacting with clients
- ✓ Connect with potential employers and build your network

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## Finding a Placement

Greenwood Academy will support you in finding a suitable work placement aligned with your course requirements. You are also welcome to arrange your own placement, subject to approval by the Academy to ensure the host organisation meets industry and safety standards.

More details — including placement eligibility, documentation, supervision requirements, and insurance coverage — will be provided during your orientation session.

If you have questions in the meantime, contact Student Services or your Trainer and Assessor.

## REASSESSMENT ARRANGEMENTS

If you are assessed as *Not Yet Competent* in any assessment task, you are entitled to two attempts at no additional cost.

- Your trainer or assessor will discuss the areas for improvement with you and provide feedback to support your progress.
- If you are unsuccessful after two attempts, a reassessment fee of \$200 will apply on your third attempt as outlined in the [Fees and Refunds Policy](#) and your *Student Agreement*.
- Reassessment will be scheduled in consultation with your trainer and may require additional learning activities or practical evidence.
- If you have missed your submission deadline a \$100 fee will apply as outlined in the *Fees and Refunds Policy* and your *Student Agreement*.
- Below are the other fees that will apply:
  - Missed scheduled practical: \$100
  - Special consideration - \$100
  - Repeating unit - \$400
  - Catch – up Training (occurs every term during Tutorial Week\*) – 100/hr if no valid reason (Trainer discretion allowed – theory and practical are grouped separately)

*\*Please refer to your timetable*

## AWARDING OF QUALIFICATIONS AND EMPLOYMENT DISCLAIMER

Greenwood Academy is committed to delivering high-quality, nationally recognised training that prepares students for real-world employment. However, the following limitations apply:

A qualification or Statement of Attainment will only be issued once you have:

- Been assessed as Competent in all units of competency within your course, and

- Met all course requirements, including attendance, work placement (where applicable), and fee obligations.

While Greenwood Academy will provide the necessary support, resources, and opportunities to help you succeed, the final outcome depends on your individual effort and engagement in the training process.

Greenwood Academy cannot guarantee employment outcomes after course completion. While our programs are industry-aligned and designed to enhance job readiness, securing a job is dependent on:

- The local labour market and demand for roles in your sector
- Your personal attributes, work ethic, and job-seeking efforts
- Employer-specific requirements and selection criteria

We are committed to assisting you in developing the skills, confidence, and professionalism needed to pursue your career goals. However, employment is influenced by factors beyond our control.

## ACADEMIC INTEGRITY

Greenwood Academy of Animal Care and Agriculture upholds the highest standards of academic honesty and ethical conduct. As an international student, you are required to maintain integrity in all coursework and assessments to remain compliant with both your academic obligations and student visa conditions.

All work submitted must be your own original effort unless properly referenced.

### Use of Artificial Intelligence (AI)

AI and Large Language Models (LLMs) may be used in limited, ethical ways. Acceptable and unacceptable uses are defined as follows:

#### Acceptable use

- Using AI for grammar correction, idea generation, or general research
- Using AI tools with trainer approval and correct attribution (if required)

#### Unacceptable use – treated as plagiarism

- Copying or submitting AI-generated content (e.g., from ChatGPT or similar tools) as your own
- Submitting assessments completed by another person or service (contract cheating)
- Collaborating with others where individual work is required
- Falsifying or fabricating data, references, or practical evidence

AI and Large Language Models (LLMs) may be used to assist with research, grammar checking, and idea generation.

#### UNACCEPTABLE USE – TREATED AS PLAGIARISM

- ✓ Using text generated by AI (e.g., ChatGPT) as your own;
- ✓ Copying or submitting content written by AI;
- ✓ Cheating, collusion, or contract cheating





These actions are breaches of Greenwood Academy's Academic Integrity and Plagiarism Policy.

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### **Detection and consequences**

We use a combination of AI-detection software, text-matching systems, and trainer review to identify potential misconduct. If you are found to have breached academic integrity requirements:

- You may be required to resubmit your assessment or complete a new one
- You may receive a Not Yet Competent result
- Repeated or serious misconduct may result in disciplinary action, including cancellation of your enrolment

If your enrolment is cancelled due to academic misconduct, Greenwood Academy is required to report the change to the Department of Home Affairs. This may affect the status of your student visa.

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### **Support and guidance**

You will be informed about academic integrity expectations:

- During your Orientation Session
- In the Academic Integrity and Plagiarism Policy (available from Student Services)
- Throughout your course by your trainer or assessor

If you are ever unsure about referencing, using external sources, or the role of AI tools in your studies, speak to your trainer before submitting your work.

Academic integrity is essential not only for your qualification, but also for your professional reputation and future career.

# STUDENT SUPPORT AND WELLBEING

At Greenwood Academy, we are committed to supporting your success both inside and outside the classroom. We recognise that international students may face additional challenges when adjusting to life in Australia, and we provide a broad range of support services to ensure your wellbeing and academic progress.

## Support services available

All students have access to academic and personal support, including:

- One-on-one academic assistance from trainers and assessors
- Study skills and learning strategy support
- Help with personal matters that may affect your wellbeing or progress
- Reasonable adjustments for students with learning difficulties or disabilities
- Access to additional learning materials, resources, and referrals to community services
- Confidential support from the Student Support Officer



In addition, the following services are available specifically to support international students:

- Information and help with adjusting to life in Australia
- Assistance with accommodation options and tenancy rights
- Guidance on using your Overseas Student Health Cover (OSHC)
- Basic legal advice and information on Australian laws and personal safety
- Visa compliance support, including attendance, course progress, and extensions
- Referrals to multicultural networks and local community groups

These services are available at no cost to you. If a referral to an external provider is required (for example, a registered psychologist or legal advisor), the provider may charge a fee. You will be informed before any service with a cost is arranged.

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## Identifying individual needs

We understand that every student is different. You may:

- Be returning to study after a long break
- Speak English as a second or additional language

- Need support with literacy, numeracy, or digital skills
- Have a diagnosed learning difficulty or health condition
- Experience stress related to homesickness, cultural differences, or visa uncertainty

These needs are identified during your application, enrolment, or orientation. Where required, we will work with you to develop a personalised Student Support Plan to ensure equitable access to learning and assessment.

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### **Emergency support and external referrals**

Our Student Support Officer can connect you with:

- Mental health and counselling services
- Crisis and emergency accommodation
- Disability and access support organisations
- Language interpretation services
- Legal aid, financial counselling, and tenancy support

We also maintain a list of important emergency contacts, located in the final section of this handbook.

For any questions or to request assistance, you can speak with the Student Support Officer in person, via phone, or by email.

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### **Our commitment**

We are here to help you succeed — not just academically, but personally and professionally. We encourage you to seek help early, stay connected, and make the most of the support available to you throughout your time with us.

# ISSUING CERTIFICATES

Greenwood Academy will issue formal certification in accordance with the Standards for RTOs 2025 and the *Student Identifiers Act 2014*. You will be issued with the relevant certification within 30 calendar days of being deemed competent, provided the following conditions are met:

## Qualification Issuance

You will be issued with:

- A Certificate of Qualification, and
- An official Record of Results

...once you have:

- Been assessed as *Competent* in all units required for the qualification
- Paid all course fees (unless otherwise prohibited by law)
- Supplied a valid Unique Student Identifier (USI)

⚠ Under the law, we cannot issue any certification without a verified USI.

## Statement of Attainment (SoA)

If you withdraw or partially complete your course:

- You will receive a Statement of Attainment for any units you have successfully completed as Competent
- The SoA will be issued within 30 days of your formal withdrawal

## Withholding Certification

Greenwood Academy reserves the right to withhold issuance of any certification:

- Where tuition or material fees remain unpaid
- Except where legislation prohibits this (e.g., in the case of government-funded entitlements)

If you need assistance creating your USI, we provide guidance during Orientation or at any time through Student Services.

## REISSUING CERTIFICATION DOCUMENTS

Greenwood Academy is required by law to retain records of all issued qualifications and Statements of Attainment for a minimum of 30 years.

If you lose or misplace your original certificate or transcript, you may request a reissue by contacting Student Services. A reissue fee \$50 will apply — please outline in the [Fees and Refunds policy](#).

All reissued documents will:

- Clearly state they are a reissue
- Match the original records held on file
- Only be issued once your identity is confirmed

We recommend you keep your original documents secure, as official replacements take time to process.

## FEEDBACK AND STUDENT FEEDBACK

At Greenwood Academy, your feedback plays a vital role in how we continuously improve our training and services. We welcome your suggestions, ideas, and concerns — whether they're about course delivery, support services, campus facilities, or anything else affecting your experience.

You can provide feedback at any time by:

- Speaking directly with your Trainer or the Student Support Officer
- Emailing or calling our office
- Submitting anonymous suggestions (where available)

Throughout your enrolment, you may also be asked to complete:

- Trainer feedback forms
- Student satisfaction surveys
- National Quality Indicator Surveys (issued by NCVER — the National Centre for Vocational Education Research) and provided online

We strongly encourage you to complete these surveys, as your responses help shape future improvements for all students.



## UPDATING YOUR PERSONAL DETAILS

It's important that we always have your current contact and emergency information on file. You must notify Greenwood Academy within 7 days of any changes to:

- Phone number
- Email address
- Home or mailing address
- Emergency contact details

If you notice any errors in your personal records or official documentation, please contact Student Services immediately so we can correct them.

Keeping your information up to date ensures you receive important updates about your course, assessments, timetable changes, and certificate issuance.

## WHAT'S EXPECTED OF YOU AS A STUDENT?

As a student at Greenwood Academy of Animal Care and Agriculture, you are expected to:

- Read, understand, and comply with all policies and procedures outlined in this Student Handbook.
- Maintain awareness of your responsibilities under the Student Code of Conduct, which appears in the next section.
- Actively participate in training, attend scheduled classes and work placements, and complete assessments honestly and to the best of your ability.
- Communicate promptly with staff if you encounter any issues affecting your learning or wellbeing.

This handbook has been developed to support your success and contains key information that will be useful throughout your enrolment. Keep it on hand and refer to it whenever needed.

We look forward to welcoming you to the Academy and wish you every success in your studies!

## HOW CAN I APPLY?

Complete and send your Application for Enrolment Form to us. Make sure you include any supporting documents if there are entry requirements for your chosen course. These may include verified copies of previous qualifications, your ID and previous schooling.



When we receive your application for enrolment, we will assess it against the course requirements. If your application is verified, you will be asked to complete a short diagnostic assessment to check your Language, Literacy, Numeracy, and Digital skills (LLND).

If needed, you may also be invited to attend a short entry interview (in person, online or by phone). This helps us determine whether the course is suitable for your current skills, and whether you may benefit from additional support, RPL, or a different learning pathway.



Your application will then be processed and if you are successful, you will be issued with an Offer Letter and Student Agreement. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before re-applying.



Carefully review your Offer Letter and Student Agreement and make sure your course fees, duration and payment plan are correctly stated. Read through all the included policies and procedures and if you agree, sign and return to us along with payment of fees.



Once we have received your first payment, you will confirm your enrolment in writing.

For any questions about this process, contact our Admissions Team at [admission@gwacademy.edu.au](mailto:admission@gwacademy.edu.au)

# POLICIES AND PROCESSES

## FEES AND REFUNDS

Greenwood Academy's fees and refunds for international students are governed by a dedicated policy that complies with the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code 2018. This policy outlines:

- All course tuition fees and non-tuition charges
- Payment schedules and due dates
- Refund conditions before and after course commencement
- Provider default and student default provisions
- Fee dispute resolution processes
- Reassessment, reissue, and deferral charges

You will receive a copy of this policy with your written agreement (Student Agreement), and it is also available:

- On our website: <https://gwacademy.edu.au>
- By request from Student Services
- As part of your Offer Letter and Student Agreement package

Please ensure you fully understand the refund conditions and fee requirements before accepting your offer.

### Key refund provisions

The following table summarises refund eligibility for international students:

Situation	Refund Entitlement
Visa refusal before course commencement	Full refund of tuition fees, less administrative fee (if applicable)
Visa refusal after course has commenced	Pro-rata refund of unused tuition fees, calculated from date of refusal
Student withdraws more than 28 days before course start	Full refund of tuition fees, less any non-refundable enrolment fee
Student withdraws less than 28 days before course start	Partial refund of tuition fees (refer to policy for exact amounts)

Situation	Refund Entitlement
Student withdraws after course starts	No refund (except in compassionate or compelling circumstances)
Provider fails to deliver course (provider default)	Full refund or placement in an alternative course at no extra cost
Student breaches visa conditions or is excluded for misconduct	No refund

All refunds are processed in accordance with the ESOS Act and will be paid within 28 calendar days of the written notification or default occurring.

### Tuition Protection

Greenwood Academy is a member of the Tuition Protection Service (TPS), which provides a safety net for international students in the rare event that a provider is unable to deliver a course. If this occurs, you will be offered:

- A refund of unused tuition fees, or
- A suitable alternative course placement with another provider

For full details, visit: [www.tps.gov.au](http://www.tps.gov.au)

If you have any questions about fees, refunds, or your rights under the ESOS Act, please contact Student Services or refer to your written agreement.

## COMPLAINTS AND APPEALS

At Greenwood Academy of Animal Care and Agriculture, we are committed to maintaining a safe, fair, and supportive learning environment for all students. If you are dissatisfied with any aspect of your experience or believe a decision made by the Academy has negatively affected you, you have the right to lodge a complaint or appeal.

All complaints and appeals are handled professionally, confidentially, and without disadvantage. We aim to resolve issues promptly and fairly, and we will take corrective action where necessary.

### What you can make a complaint or appeal about

You may submit a **complaint** regarding:

- A trainer, assessor, staff member, or another student
- A third-party delivering training, recruitment, or support services on behalf of Greenwood Academy
- Any aspect of our administration, course delivery, facilities, policies, or conduct

You may submit an **appeal** if you disagree with decisions relating to:

- Assessment outcomes
  - Disciplinary action
  - Course progress or attendance monitoring
  - Deferral, suspension, or cancellation of your enrolment
- 

### **How we manage complaints and appeals**

We follow principles of procedural fairness and natural justice. This means:

- All parties will be given the opportunity to present their case
- Decisions will be evidence-based, unbiased, and timely
- No student will be victimised for making a complaint or appeal

There is no cost to access the internal complaints or appeals process.

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### **Informal resolution (recommended first step)**

Where appropriate, students are encouraged to resolve issues informally by:

- Speaking directly with the person involved
- Raising the matter with a trainer, assessor, or Student Services

If the issue cannot be resolved informally, you may proceed with a formal complaint or appeal.

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### **Formal complaints and appeals process**

To lodge a formal complaint or appeal:

1. Complete a Complaints and Appeals Form (available from reception or Student Services)
2. Submit the form in writing within:
  - 30 calendar days of the issue (for complaints)
  - 30 calendar days of receiving the decision (for appeals)

We will:

- Acknowledge receipt within 3 business days
- Commence review within 5 business days
- Finalise the matter within 60 calendar days, unless an extension is required. In that case, you will be notified in writing and provided with updates

For appeals against assessment outcomes, an independent assessor will be appointed to review the original decision. You will receive the outcome in writing, along with the reasons for the decision.

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## Support and representation

If a meeting is required, you may be accompanied by a support person. All parties will be treated respectfully, and your views will be heard.

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## Maintaining enrolment during the process

Your enrolment will be maintained while the internal complaints or appeals process is underway. If your appeal relates to:

- Unsatisfactory course progress or attendance, enrolment will be maintained until any external appeal is resolved
  - Misconduct or behavioural concerns, your enrolment will remain active until the internal appeal process is complete, unless there is a serious risk to safety
- 

## External appeals and independent review

If you are not satisfied with the outcome of your internal appeal, you have the right to escalate the matter to an external body.

### You may contact the Overseas Student Ombudsman (OSO):

The OSO investigates complaints from international students about private education providers in Australia.

- Website: [www.ombudsman.gov.au/How-we-can-help/overseas-students](http://www.ombudsman.gov.au/How-we-can-help/overseas-students)
- Phone: 1300 362 072 (Monday to Friday, 9am to 5pm)
- Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

### Other external options include:

- **National Training Complaints Hotline**  
Phone: 13 38 73  
Online: National Training Complaints Form
- **Australian Skills Quality Authority (ASQA)**  
Website: [www.asqa.gov.au/complaints](http://www.asqa.gov.au/complaints)  
Note: ASQA does not act as an advocate for individual students but may use your complaint as part of its regulatory oversight.

# COURSE PROGRESS AND ATTENDANCE MONITORING

Greenwood Academy is committed to helping international students succeed in their studies while also meeting the conditions of their student visa. To maintain your enrolment, you must comply with both academic progress and attendance requirements in accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 8).

## Minimum course requirements

To remain in good standing and avoid risk of intervention or visa breach, you are required to:

- Attend all scheduled classes with a minimum overall attendance rate of 80%.
- Complete all assessments to a satisfactory standard
- Participate actively in all scheduled learning, including practical placements where applicable

Attendance and participation are key indicators of your engagement. Failure to meet these requirements may result in formal intervention and could lead to cancellation of your enrolment.

## Attendance monitoring

Greenwood Academy maintains a strict attendance monitoring process for all international students:

- Attendance is marked for every class session
- Attendance records are reviewed weekly by Student Services
- If you are absent for five or more consecutive days without approval, you will be contacted via SMS, email, and phone
- If patterns of absence continue, a formal intervention strategy will be implemented

You must notify the Academy immediately if you are unwell, dealing with personal matters, or experiencing compassionate or compelling circumstances that may impact your attendance.

## Academic progress requirements

To meet academic progress standards, you must achieve competency in at least 50 percent of the units you are enrolled in for each study period. If you receive a Not Yet Competent result in any unit, support will be offered.

## Indicators of academic risk

You may be considered at risk of unsatisfactory progress if:

- You receive Not Yet Competent results in multiple units
- You fail to submit required assessments
- You regularly miss classes without a valid reason
- You show low engagement in your course or placement activities

An exception may apply if your attendance is between 70 and 80 percent and you demonstrate clear academic commitment. In such cases, a support strategy may be implemented to help you succeed.



Note: For units that include work placement or practical assessments, you will not be penalised for Not Yet Competent results until you have completed the required placement. These units will remain marked as In Progress until all evidence is submitted and assessed fairly.

**⚠ Note:** For units with practical assessments requiring work placement, students will not be penalised for “Not Yet Competent” results or incomplete submissions until work placement is scheduled and completed. These units are marked as “In Progress” until practical evidence can be submitted. Progress is only assessed once students have had a fair opportunity to complete all components, including placement.

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## INTERVENTION PROCESS

Greenwood Academy has a formal, staged intervention strategy designed to support international students who are at risk of failing to meet course progress or attendance requirements. This process also helps ensure compliance with your student visa conditions.

If your academic progress or attendance falls below acceptable thresholds, you will be contacted and offered support before any enrolment cancellation is considered.

### Stage 1 – First warning letter

- You will be notified in writing that your progress or attendance is unsatisfactory
- You will be invited to attend a meeting to discuss your situation
- An intervention strategy will be developed with you, which may include catch-up classes, additional support sessions, or revised assessment timelines

### Stage 2 – Second warning letter

- If there is no improvement after Stage 1, a second written warning will be issued
- A follow-up meeting will be arranged to review or adjust your intervention plan
- You will be reminded of the visa implications of continued unsatisfactory progress

### Stage 3 – Notice of intention to cancel enrolment (NOTICE)

- If progress or attendance remains unsatisfactory, you will receive a formal written notice stating our intention to cancel your enrolment
  - You will have 20 calendar days to submit a written appeal or complaint as outlined in the Complaints and Appeals section
  - During this 20-day period, your enrolment remains active and no report is made to the Department of Home Affairs
-

## Cancellation conditions

Greenwood Academy will only proceed to cancel your enrolment due to unsatisfactory progress or attendance if:

- You do not lodge an appeal within the 20-day timeframe
- You withdraw your appeal or complaint
- The internal and external complaints and appeals processes are complete, and our decision is upheld

Once cancellation is confirmed, Greenwood Academy is legally required to notify the Department of Home Affairs via PRISMS. This may affect your visa status.

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## Extensions to course duration

Your course duration may be extended in limited cases if:

- You provide certified evidence of compassionate or compelling circumstances, or
- You are actively participating in an approved intervention strategy and need more time to complete the course requirements

Any extension will be reflected in a revised Confirmation of Enrolment (CoE), and a copy will be issued to you.

## Overdue Fees Process

Greenwood Academy expects students to meet agreed payment dates for tuition and non-tuition fees. Where a student does not make payment by the due date and no alternative arrangement has been agreed, the following process applies:

1. **First Warning Letter** – issued if payment is not received within 5 calendar days of the invoice due date.
2. **Second Warning Letter** – issued if payment is not received within 5 calendar days of the first warning letter.
3. **Final Notice of Cancellation** – issued if payment is not received within 5 calendar days of the second warning letter. This notice outlines that enrolment may be cancelled in accordance with the Fees and Refunds Policy.
4. **Debt Collection** – where enrolment is cancelled due to non-payment, the outstanding debt will be referred to a debt collection agency. The student will remain liable for any additional fees incurred in the recovery of the debt.

These provisions operate in conjunction with Greenwood Academy's Fees and Refunds Policy and do not remove students' rights under the *Australian Consumer Law*. See here: <https://www.accc.gov.au/business/selling-products-and-services/>

These provisions do not remove students' rights under Australian Consumer Law.

# COMPASSIONATE OR COMPELLING CIRCUMSTANCES

## Compassionate or Compelling Circumstances

Many of Greenwood Academy's policies refer to *compassionate or compelling circumstances*. This term is used to describe personal situations that:

- Are involuntary and beyond your control (e.g. medical emergencies, serious family issues, unexpected changes to living arrangements, or unforeseen enrolment problems); and
- Significantly impact your ability to commence, attend, or progress in your course

Examples include:

- Serious illness or injury, supported by a medical certificate
- Bereavement of an immediate family member
- Major personal crisis or accident
- Significant mental health concerns
- Involuntary changes to employment or care responsibilities
- Delays in course delivery or placement availability caused by the provider

These circumstances must be supported by verifiable evidence (e.g. medical documents, legal letters, official notices).

## Deferring Your Course (Before Commencement)

You may apply to defer your course before it begins, which means you are postponing the course start date while keeping your place secured.

### Conditions:

- You must submit a Deferral Request Form
- You must provide evidence of compassionate or compelling circumstances
- You may defer for up to 12 months from your original start date

If approved, you will receive:

- A revised Student Agreement reflecting your new commencement date
- Written confirmation of your deferral outcome

## SUSPENDING YOUR COURSE (AFTER COMMENCEMENT – Student Initiated)

When a student requests a temporary suspension of their studies, the provider must assess, approve, and record the request in line with its documented procedures. The impact on the student's CoE will depend on whether the suspension affects the CoE's end date.

### To apply for suspension:

- Submit a Leave of Absence Form
- Provide supporting documentation confirming compassionate or compelling circumstances

### Important:

- Your application will not be considered if you have outstanding tuition or material fees
- If approved, you will receive a new Student Agreement with your revised re-commencement date and confirmation of enrolment that reflects your new CoE end date.

You are encouraged to discuss your situation with Student Services before submitting a request, to ensure that suspension is the most suitable option.

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## SUSPENSION OR CANCELLATION OF YOUR ENROLMENT BY GREENWOOD ACADEMY

Greenwood Academy reserves the right to suspend or cancel your enrolment in specific circumstances. These actions are taken in accordance with the Education Services for Overseas Students Act 2000 and the National Code of Practice 2018 (Standard 9). They may affect your student visa and are reported to the Department of Home Affairs through PRISMS.

### Grounds for suspension or cancellation

Your enrolment may be suspended or cancelled if:

- You engage in serious or repeated misconduct (for example, breaches of the Student Code of Conduct)
- You fail to pay tuition or material fees by the required due dates
- You do not maintain satisfactory course progress or attendance, as required by your visa conditions

Suspension or cancellation decisions are not taken lightly. The Academy will consider all available evidence and support services will be offered before a final decision is made.

### Notification and appeals process

If Greenwood Academy intends to suspend or cancel your enrolment:

- You will receive a written notice outlining the reason for the decision

- You will have 20 calendar days to submit a formal appeal or complaint under the Complaints and Appeals Policy
- Your enrolment will remain active during this appeal period

If you do not lodge an appeal within 20 calendar days, withdraw your appeal, or the appeal is unsuccessful, Greenwood Academy will finalise the suspension or cancellation and report the change to the Department of Home Affairs. This may result in your visa being affected.

### **Immediate suspension**

In exceptional cases, Greenwood Academy may suspend your enrolment immediately and before the appeal process is completed if:

- There is an urgent risk to your health or safety
- Your behaviour presents a threat to other students or staff

In such cases, you will still have access to the appeals process, but your suspension will take effect immediately to protect the safety and wellbeing of the community.

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## TRANSFERRING TO ANOTHER COURSE WITHIN GREENWOOD ACADEMY

You may request to transfer to a different course within Greenwood Academy if your current program no longer suits your educational or career goals.

### **We will approve your request if:**

- The new course is better aligned with your capabilities, interests, or career plans
- You provide written reasons explaining why your current course is not suitable
- You submit any required supporting documentation (e.g. trainer recommendation, career advice, learning difficulty evidence)
- You meet all entry requirements for the proposed course
- You have no outstanding tuition or material fees

### **We will not approve your request if:**

- You have unpaid fees or have breached your Student Agreement
- The requested transfer would conflict with training package rules or academic progression requirements
- The request appears to be intended solely to extend your visa duration or reduce academic workload without valid cause

Approved internal transfers will result in a new Confirmation of Enrolment (CoE) and Student Agreement. You may be required to pay course adjustment or material fees depending on the new course structure.

## HOW TO APPLY

If you wish to transfer to a different course within Greenwood Academy, you must:

1. Complete an Internal Course Transfer Form
2. Provide a written statement of your reasons for the request
3. Submit any supporting documentation if applicable (e.g. trainer recommendation, career goal alignment)

We will assess your request based on course suitability, academic standing, and fee status.

You will receive a written outcome within 10 business days of submitting your form. If your request is approved:

- A new Student Agreement will be issued
- We will confirm your updated enrolment details in writing
- You will be advised of any additional fees or credit transfer impacts associated with the change



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## APPEALING THE TRANSFER DECISION

If your application to transfer courses is unsuccessful, you will be notified in writing, including reasons for the decision.

You have the right to appeal under Greenwood Academy's Complaints and Appeals Policy.

- Appeals must be submitted within 20 calendar days of the decision
- Submit your appeal using the formal Complaints and Appeals Form

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## TRANSFERRING TO ANOTHER PROVIDER (RELEASE REQUEST)

Under the National Code, international students are not permitted to transfer to another CRICOS-registered provider within the first six months of their principal course unless an approved release is granted.

You may apply for a release if:

- You can demonstrate compassionate or compelling circumstances
- The current course is not delivering as promised

- A government sponsor requests the transfer
- You have a valid offer letter from another CRICOS provider

We will assess your request based on your attendance, academic progress, and the evidence you provide.

**Greenwood Academy will not approve a release if:**

- You have not completed at least six months of your principal course
- You have unpaid fees or are under disciplinary action
- The reason for transfer is based solely on dissatisfaction with non-academic matters (e.g. lifestyle, location, social factors) and support options have not been utilised
- The transfer would be detrimental to your course progression or visa conditions

If your request is refused, you will be notified in writing with clear reasons and provided with 20 calendar days to appeal the decision under the Complaints and Appeals Policy.

All release requests and outcomes are recorded and reported through PRISMS as required.

## DISCONTINUING YOUR STUDIES

We understand that in some cases, continuing your course may no longer be the right decision. If you are considering withdrawal, it is important to understand the academic, financial, and visa-related implications before taking action.

**Steps to follow if you wish to discontinue:**

1. Speak with Student Services or your trainer to explore your options and any available support
2. Complete a formal Withdrawal Form, available from reception or Student Services
3. Review the [Fees and Refunds Policy](#) to understand how your withdrawal may impact your financial obligations
4. Submit any relevant documentation (e.g. medical certificate, return travel itinerary) if you are withdrawing due to compassionate or compelling circumstances

Once your withdrawal is processed, you will receive written confirmation of your discontinuation from Greenwood Academy.

**Note:** Withdrawal request may incur a fee of \$500. Refunds are generally not provided once a study period has commenced, unless you meet the specific conditions set out in the Fees and Refunds Policy.



## Visa implications

If you discontinue your studies, Greenwood Academy is required to report the cancellation of your Confirmation of Enrolment (CoE) to the Department of Home Affairs (DHA) through PRISMS. This may affect the validity of your student visa.

You are strongly advised to:

- Seek advice from DHA before discontinuing your enrolment
- Contact a registered migration agent or immigration advisor if you are unsure about your visa options
- Make immediate arrangements for either enrolling in a new course or departing Australia within your visa conditions

Failing to take appropriate action after discontinuation may result in your visa being cancelled or becoming unlawful.

If you are unsure about the impact of withdrawal, please speak to Student Services for confidential guidance.

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## SUSPENSION OR CANCELLATION OF YOUR ENROLMENT BY GREENWOOD ACADEMY

Greenwood Academy reserves the right to suspend or cancel your enrolment in specific situations, including:

- Serious or repeated misconduct (e.g. breaches of the Student Code of Conduct)
- Non-payment of fees
- Failure to maintain satisfactory course progress or attendance

If a suspension or cancellation is being considered, we will:

- Notify you in writing of our intention and the reasons
- Provide you with 20 calendar days to appeal the decision via our Complaints and Appeals process

Your enrolment will be maintained during the internal appeal process. We will not implement the suspension or cancellation until the process is complete, unless:

- There is an urgent risk to your health or safety
  - There is a risk to the safety of others
-

# PRIVACY AND ACCESS TO RECORDS

Greenwood Academy of Animal Care and Agriculture is committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth), the National Vocational Education and Training Regulator Act 2011 (NVETR Act), and applicable state and federal privacy laws.

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## Why we collect your personal information

As a CRICOS-registered training provider, we are required to collect your personal information in order to:

- Process and manage your enrolment in nationally recognised vocational education and training
- Comply with mandatory reporting obligations to government authorities
- Ensure we can provide you with the support and services required to complete your course

If you do not provide the required personal information, we may be unable to finalise your enrolment or provide training services.

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## How we use your personal information

We use your personal information to:

- Administer and deliver your training and assessment
- Communicate with you about your enrolment and course progress
- Maintain accurate academic and administrative records
- Support compliance, quality assurance, audits, and regulatory reporting

We only use your personal information for the purposes for which it was collected, unless you consent to other uses or it is authorised by law.

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## Disclosure of personal information

Greenwood Academy is required by law to disclose certain student information to authorised third parties. This includes disclosure to:

- The Department of Home Affairs (DHA) for visa-related monitoring and reporting
- The Department of Employment and Workplace Relations (DEWR)
- The Tuition Protection Service (TPS) to support tuition assurance and refunds for international students
- The National Centre for Vocational Education Research (NCVER) as part of the national VET data collection
- Relevant State and Territory Training Authorities

These disclosures are made to support national monitoring, statistical analysis, regulatory compliance, policy development, and tuition protection for international students.

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## Accessing and updating your information

You have the right to:

- Request access to the personal information we hold about you
- Request correction of any inaccurate, incomplete, or outdated details
- Lodge a complaint if you believe your privacy has been breached

To do so, please contact Student Services or email: [services@gwacademy.edu.au](mailto:services@gwacademy.edu.au)

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## HOW THE NCVER AND OTHER AGENCIES HANDLE YOUR DATA

The NCVER collects, holds, uses, and discloses your personal information in accordance with the Privacy Act 1988 and the NVETR Act. Your information may be used for:

- Producing authenticated VET transcripts
- Administering VET programs and national reporting
- Conducting research and producing statistics to inform policy and funding decisions
- Supporting surveys and longitudinal studies on education and training outcomes

NCVER may also disclose data to:

- The Department of Employment and Workplace Relations (DEWR)
- Other Commonwealth, State or Territory government bodies involved in education, training, or regulation
- Researchers engaged by NCVER to undertake VET-related studies

The NCVER does **not** intend to disclose your personal information to any overseas recipients.

For more information, see the NCVER Privacy Policy: [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy)

You can also review the DEWR Privacy Notice here:

[www.dewr.gov.au/national-vet-data/vet-privacy-notice](http://www.dewr.gov.au/national-vet-data/vet-privacy-notice)

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## Accessing or Correcting Your Information


You may:

- Request access to the personal information we hold about you
- Ask us to correct inaccurate or outdated details
- Make a privacy complaint if you believe your information has been mishandled

To do so, contact us at:

 **Email:** [services@gwacademy.edu.au](mailto:services@gwacademy.edu.au)

 **Phone:** Refer to contact details in the front of this handbook

 **In person:** Visit our Sydney or Melbourne campus reception

If you would like a copy of Greenwood Academy's full Privacy Policy, please contact Student Services.

## SURVEYS

Greenwood Academy collects student feedback as part of its commitment to continuous improvement and to meet national reporting requirements set by the National Centre for Vocational Education Research (NCVER).

You may be invited to complete:

- **Unit-based NCVER-aligned surveys**

Delivered via Moodle, using URLs or QR codes embedded in each subject. These surveys are designed to capture your feedback on individual units throughout your course. Data is collected securely using Microsoft Forms.

- **End-of-course surveys**

Provided to all graduating students via URL or QR code, these surveys assess the overall quality of your learning experience. Responses are also collected via Microsoft Forms and used for both internal review and external compliance reporting.

- **Government surveys**

You may be contacted directly by NCVER or a third-party agency acting on behalf of the government. Participation in these national surveys is voluntary, and you may opt out at the time of contact.

Your feedback contributes to:

- Evaluating and improving training delivery
- Meeting national quality and compliance requirements
- Enhancing the student experience at Greenwood Academy

We strongly encourage your participation in all surveys — your voice helps shape the future of vocational education in Australia.

# STUDENT CODE OF CONDUCT

The following information outlines what's expected of you.

## YOUR RESPONSIBILITIES

### Policies and Procedures

- You are expected to:
  - Read and comply with all policies in this Handbook.
  - Respond to communications from the Academy promptly.
  - Notify us within 7 days of any changes to your contact details (residential address, mobile number, email address, and emergency contact).

### Learning and Assessment

- You are expected to:
  - Attend all scheduled classes and training sessions.
  - Participate actively in learning activities.
  - Complete and submit all assessments and homework on time.
  - Maintain academic integrity (no plagiarism, cheating, or collusion).
  - Pay course fees according to your agreement.
  - Seek support early if you experience learning difficulties.

### Classroom Conduct

- You are expected to:
  - Arrive on time and be prepared for all sessions.
  - Dress in a manner appropriate to the classroom or placement setting.
  - Use mobile phones or devices only when relevant to learning activities.
  - Communicate in English during all classes and activities.

### Respect and Ethics

- You are expected to:
  - Treat all students, staff, and visitors with respect and professionalism.
  - Respect the beliefs, values, and cultural backgrounds of others.
  - Avoid harassment, bullying, or discrimination of any kind.
  - Use Academy resources appropriately and responsibly.
  - Resolve conflicts calmly and constructively.
  - Respect property belonging to others and the Academy.

# YOUR RIGHTS

## Policies and Procedures

- You can expect to:
  - Be informed of key policies, procedures, and any changes.
  - Receive clear and timely communication from the Academy.
  - Learn in a safe and inclusive environment.
  - Have your personal information kept private and secure.
  - Access the personal information and records we hold about you.
  - Provide feedback and have it considered for continuous improvement.

## Learning and Assessment

- You can expect to:
  - Receive high-quality training, assessment, and support services.
  - Access additional support if you have special learning needs.
  - Have assessments marked within 10 working days.
  - Receive clear feedback if a submission is marked Not Yet Satisfactory.

## Classroom Conduct

- You can expect your trainer and assessor to:
  - Be punctual and prepared for every class.
  - Deliver engaging and industry-relevant training.
  - Dress appropriately and lead by example.
  - Use devices only when relevant to training.
  - Communicate in English and maintain a professional tone.

## Respect and Ethics

- You can expect:
  - To be treated fairly and respectfully by staff and other students.
  - To have your individual background, beliefs, and identity respected.
  - A collaborative, inclusive environment that values diversity.
  - Respect for your personal space, property, and wellbeing.

# EMERGENCY CONTACTS AND OTHER USEFUL NUMBERS AND INFORMATION

## Emergency services

Nearest Police Station – Melbourne Campus

Police Station: Melbourne West Police Station

Address: 313 Spencer Street, Docklands VIC 3008

Phone: (03) 8379 0800

Website: [www.police.vic.gov.au](http://www.police.vic.gov.au)



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## Medical Facilities Near Campus

 Sydney Campus – 175 Liverpool Street, Sydney NSW

### Closest Hospital (with Emergency Department):

St Vincent's Hospital Sydney

Address: 390 Victoria Street, Darlinghurst NSW 2010

Phone: (02) 8382 1111

Website: [www.svhs.org.au](http://www.svhs.org.au)

### Closest Medical Centre:

Myhealth Haymarket

Address: Level 1, 1 Dixon Street, Haymarket NSW 2000

Phone: (02) 9281 7000

Website: [www.myhealth.net.au/haymarket](http://www.myhealth.net.au/haymarket)

### Counselling Service Near Campus:

University of Sydney Psychology Clinic (open to public)

Address: 94 Mallet Street, Camperdown NSW 2050

Phone: (02) 9114 4341

Website: [sydney.edu.au/psychology/clinic](http://sydney.edu.au/psychology/clinic)

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 Melbourne Campus – 25 Saint Mangos Lane, Docklands VIC

### Closest Hospital (with Emergency Department):

The Royal Melbourne Hospital

Address: 300 Grattan Street, Parkville VIC 3050

Phone: (03) 9342 7000

Website: [www.thermh.org.au](http://www.thermh.org.au)

### Closest Medical Centre:

QV Medical Centre

Address: Level 5, 292 Swanston Street, Melbourne VIC 3000



Phone: (03) 9662 2255

Website: [www.qvmedical.com.au](http://www.qvmedical.com.au)

### **Counselling Service Near Campus:**

Drummond Street Services

Address: 100 Drummond Street, Carlton VIC 3053

Phone: (03) 9663 6733

Website: [ds.org.au](http://ds.org.au)

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## **Transport Services**

 New South Wales (Sydney Campus)

Transport for NSW

Students are encouraged to use an Opal Card for convenient access to trains, buses, ferries, and light rail.

- Website: <https://transportnsw.info>
- Trip Planner: Plan your trip
- Opal Card Info: <https://www.opal.com.au>

 Victoria (Melbourne Campus)

Public Transport Victoria (PTV)

Use a Myki Card for travel on trams, trains, and buses.

- Website: <https://www.ptv.vic.gov.au>
  - Journey Planner: Plan your journey
  - Myki Card Info: <https://www.ptv.vic.gov.au/tickets/myki>
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## **Taxi company**

Black and White Cabs

Phone: 133 222

Website: <https://www.blackandwhitecabs.com.au>

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## **Crisis support**

**Lifeline** – 13 11 14

24-hour crisis support and suicide prevention.

Website: [www.lifeline.org.au](http://www.lifeline.org.au)

**Beyond Blue** – 1300 22 4636

Support for anxiety, depression, and mental health concerns.

Website: [www.beyondblue.com.au](http://www.beyondblue.com.au)

Additional helplines and support:

<https://www.beyondblue.org.au/get-support/national-help-lines-and-websites>



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### **Department of Home Affairs (DHA)**

For visa advice, student visa conditions, or reporting changes to your enrolment.

- Website: <https://immi.homeaffairs.gov.au>
  - Phone (within Australia): 131 881
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### **Overseas Student Ombudsman (OSO)**

For complaints about private education providers if you have exhausted internal complaints and appeals processes.

- Website: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>
- Phone: 1300 362 072
- Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)