

Student Handbook

COPYRIGHT STATEMENT

This resource has been produced by The Animal Academy for educational purposes under Part VB of the Copyright Act 1968.

All rights are reserved. Apart from any use as permitted under the Copyright Act 1968, no part may be reproduced without the prior written permission of The Animal Academy.

This permission does not extend to the making of copies for use outside the immediate training environment for which they are made, nor the making of copies for hire or resale to third parties.

Requests and inquiries concerning other reproduction and rights should be directed in the first instance to the CEO.

CEO
The Animal Academy
7/51 Forsyth Street
Freemantle
6163

Telephone: 1300 290 609

Disclaimer:

Whilst every effort has been made to ensure the accuracy of the information contained in this publication, no guarantee can be given that all errors and omissions have been excluded. No responsibility for loss occasioned to any person acting or refraining from action as a result of the material in this publication can be accepted by The Animal Academy.

Table of Contents

Contact information and emergency contacts	4
A Welcome from The Animal Academy Director	5
Studying with The Animal Academy	6
Our obligation as your RTO and CRICOS education provider	6
National Qualifications provided by The Animal Academy	6
Selection and enrolment	8
Unique Student Identifier (USI)	8
Course credits.....	9
Reduction of course duration as a result of credit or RPL	9
Recognition of Prior Learning	9
Course induction.....	10
Course location.....	10
Transport and parking	10
Cafeterias and coffee:	13
Workplace Health and Safety	13
Student code of conduct	14
Course expectations and requirements	15
Attendance and home work requirements.....	16
Assessment arrangements.....	16
Work placement arrangements.....	17
Student plagiarism, cheating and collusion	17
Support services	17
Welfare services	18
External support services.....	18
Maintaining your enrolment and course progress	19
Attendance	20
Course transfer.....	20
Deferral/withdrawal, suspension, and cancellation	20
Visas	20
Visa conditions	20
Change in visa status	21
Arranging travel and documents to bring with you	21
Entry into Australia	22
Arriving in Australia.....	22
Keeping in contact	22
Arranging your finances.....	22
Living costs in Australia	23
Budgeting.....	23
Shopping.....	23
Accommodation	24
Bringing your family with you	24
Health	25
Working in Australia.....	25
On course completion	26
Your safety	26
Public holidays in Western Australia.....	26
Your feedback	26
Access to your records	26
Amendment to records	27
Notification of changes	27
Education Services for Overseas Students.....	27
Legislation and you	27
Fees and refunds	29
Complaints and appeals	30
Issuing of certification documents.....	31
Smoking.....	31
Social media	31
Student forms.....	32

Any **Highlighted text** is particularly relevant to International students...

Contact information and emergency contacts

The Animal Academy Main Contact Details
Unit 7/51 Forsyth Street, O'Connor, 6163

Email: info@animalacademy.com.au

Opening hours: 8:00am – 5:00pm

Student Support

Janet Murray
PH: 1300 290 609

Emergency Telephone Numbers:

- Emergency Services - Police, Fire and Ambulance Phone: 000
- Police Headquarters (24 hr) Phone 131 444
- Lifeline (24 hour crisis counselling line) 131 114
- Poisons Information Centre WA 131 126
- State Emergency Service 132 500
- Health Department WA 08 9222 4222

Department of Home Affairs (DHA)

Dial 131 881
Address: 836 Wellington St, West Perth WA 6005

Hours:

Monday	8am–5pm
Tuesday	8am–5pm
Wednesday	8am–5pm
Thursday	8am–5pm
Friday	8am–5pm
Saturday	Open for scheduled classes only
Sunday	Closed

Local Medical Centres:

Where you live will dictate your nearest medical centre. However, some medical centres close to the learning facility are listed below. The Animal Academy take no responsibility for the quality of treatment you may receive. It is advisable you conduct your own due diligence research should you wish to seek medical assistance.

[South Street Medical Centre in O'Connor](#)

5/386 South St, O'Connor WA 6163

[Hilton Doctors Surgery O'Connor](#)

19 Victor St, Hilton WA 6163.

A Welcome from The Animal Academy Director

Welcome to The Animal Academy.

In choosing The Animal Academy you are joining a globally recognised veterinary nurse training organisation born from a humble desire to produce the best animal assistants and veterinary nurses.

Our head office is based in the suburb of O'Connor, Western Australia in the vibrant port [city of Fremantle](#); just 20 minutes' drive from Perth city centre. The Animal Academy prides itself on producing excellent graduates sought after by industry. You have chosen to be part of a learning community which prides itself on excellence through enhanced learning with practical, hands-on skills.

This organisation is founded on recognition that to be a great animal carer and/or veterinary nurse, requires exceptional training which is best taught by experienced veterinary nurses. Unique to The Animal Academy you will receive tailored mentoring by your assessors at select animal placements around Perth and in specific placements across Australia. You will be immersed from day one of your training; gaining a wide and varied skill set as you go.

You will be surrounded by handpicked, internationally experienced, veterinary nursing leaders from the industry; to share their skills and knowledge with you throughout your training with us. We provide you with a training environment fostered through close industry relationships to ensure you are equipped for working in the animal industry on qualification.

This Student Handbook will provide you with all the information that you need to know about studying with The Animal Academy and to help your studies be enjoyable and hassle-free.

I wish you the best for your studies and congratulate you on taking the first steps towards your new future.



Janet Murray
Director



Studying with The Animal Academy

We pride ourselves on getting you job ready with learning activities conducted in small class sizes. We absolutely believe that quality is more important than quantity and therefore restrict our classes to boutique levels to facilitate this.

We will place you in a veterinary practice or animal facility to assist your learning and you will be taught the latest skills and knowledge to start your amazing career in the animal industry.

Studying any of the animal care units (Certificate II Animal care or III Animal Care Services), we provide you with the opportunity to work in a functioning Veterinary practice; this is unique to The Animal Academy. We strongly believe that if this is where your passion lies, we will foster that 'calling' and give you as much experience as possible in these situations.

As a Veterinary nursing student, you will be learning from high level professionals with an extensive history in the industry. You will be given opportunities to experience all facets of working in a clinic setting, all while being assisted by your assessors.

The Animal Academy is owned, operated, and taught by Veterinary Nurses, backed by Veterinarians. By choosing to study with us we truly set you up to succeed in the Veterinary industry. We ethically offer 'quality' student focused learning to both local and international students and we are the only private RTO in Perth, to offer face to face international placements with smaller class numbers with the sole focus always being YOU, the student.

Our obligation as your RTO and CRICOS education provider

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015, which are part of the VET Quality Framework, as well as the Education Services for Overseas Students Act 2000 and the National Code of Practice for 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 ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and salespeople where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook. If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

National Qualifications provided by The Animal Academy

Please refer to the course outline for detailed information about each of the courses we offer. The following is a short overview:

ACM20121 Certificate II in Animal Care

This is a general qualification for entry into sectors of the animal care and management industry, where workers provide care for animals in workplaces such as animal shelters, kennels, catteries, sanctuaries, and veterinary clinics. At this level, work takes place under direct supervision within clearly defined guidelines for work activities. 12 units of competency make up this course; of which eight (8) are core subjects, with four (4) pre-selected electives delivered to you over a 20 week timeframe.

There are no entry requirements for this unit of competency. You do not need to have any prior learning in this field, you can be a complete novice. The small animal electives do not guarantee access into the Certificate IV Veterinary Nursing, however those that have studied with us will have preference.

We also offer an equine elective stream. This course does require you to show previous safe handling abilities and is a direct route into the Certificate IV Veterinary Nursing (equine electives) course. This course does not focus solely on equine, it does cover a range of small animals throughout the core units.

Career pathways include:

- *Animal Carer*
- *Steppingstone into Certificate III Animal Care Services and then into Certificate IV Veterinary Nursing*

[Courses Page on The Animal Academy website](#)

ACM30122 Certificate III in Animal Care Services

This qualification is a general industry qualification for persons operating at an assistant level and undertaking animal care functions in an animal care workplace. Unique to the Animal Academy you will receive tailored mentoring at select Veterinary Practices around Perth or within other select states in Australia. You will be immersed into daily clinic life from day one of your training; gaining a wide and varied skill set in your role as 'Kennel hand'. There are 17 units of competency that make up this course; of which seven (7) are core subjects, as well as 10 pre-selected electives delivered to you in a 12-month timeframe with multiple streams available: small animal/wildlife and grooming elective streams.

There are no entry requirements for this qualification. You do not need to have any prior learning in this field; however, a Cert II first will give you good foundational skills to carry through your learning process.

Career pathways include:

- *Animal care receptionist and support officer*
- *Animal control and regulation assistant*
- *Animal shelter assistant*

[Courses Page on The Animal Academy website](#)

ACM40322 Certificate IV in Animal Behaviour and Training

The qualification is for individuals with experience in working with and caring for animals, to develop the skills required to interpret animal behaviour, apply animal learning theory, and to evaluate best practice conditioning and training methodologies and techniques to meet the welfare needs of animals, and to provide ethical services for carers/clients. This course covers both small animal and equine. You will be placed into a behaviour centre to practice your skills whilst being overseen by skilled professionals. There are 8 core units and 8 pre-selected elective units delivered to you in a 12-month timeframe.

Career pathways include:

- *Animal trainer and/or animal training practitioner*
- *Dog trainer*
- *Horse educator*
- *Animal handler (range of species)*
- *Animal control and regulation assistant*
- *Animal shelter assistant*

[Courses Page on The Animal Academy website](#)

ACM40418 Certificate IV in Veterinary Nursing

Unique to the Animal Academy you will receive tailored mentoring by your assessors at select Veterinary Practices around Perth or within other select states in Australia. You will be immersed into daily clinic life from day one of your training; gaining a wide and varied skill set as you go. Throughout the course you will learn about to name a few - anaesthesia, anatomy and physiology, dentistry, medical, surgical, and nursing care of patients; as well as providing advice and carrying out reception and office procedures. There are 21 units of competency that make up this course; of which 17 are core subjects, with four (4) preselected electives delivered to you in a 12-month timeframe.

Entry into the Certificate IV Veterinary Nursing qualification is open to individuals who:

hold a Certificate II in Animal Care (equine elective) studied with The Animal Academy.

OR

Certificate II in Animal Care Services or hold a relevant higher-level qualification in an animal science discipline

OR

can demonstrate equivalent skills and knowledge in a relevant animal science discipline to any of the above qualifications. This will be assessed for merit and further evidence must be provided to substantiate this pathway.

Career pathways include:

- *Animal Carer*
- *Animal Welfare Worker*
- *Veterinary Nurse*
- *Veterinary Surgical Assistant*
- *Steppingstone into Bachelor of Animal Science and beyond*

[Courses Page on The Animal Academy website](#)

Selection and enrolment

The Animal Academy accepts applications from all students who meet the entry requirements published in the course information. To apply to enrol in a course, you must firstly complete an Application Form that can be found on the website at www.animalacademy.com.au within the course content that you are applying for.

If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, identification including your passport, schooling, and evidence of English Language level (within the last 2 years) such as IELTS or TOEFL.

If you are applying for Credit, you should indicate this in your application and supply certified copies of your transcripts so we can assess your application and offer substitute classes subject to availability should you wish to. See the section on Credits in this Handbook below.

Once you have completed your form and gathered all the necessary evidence, submit it for assessment. The Animal Academy reserves the right to placement of students into courses based on course availability and experience levels. You will be contacted within five (5) working days to let you know the status of your application/ enrolment and to confirm your details. If the course you are applying for is full, you may be offered a place in a course starting at a later date.

As part of the entry requirements, you may be required to attend an interview. Details of the interview will be provided at this stage.

Upon approval of your application, you will be sent a letter of Enrolment to agree to and sign. The letter will outline The Animal Academy requirements of enrolment, payment arrangements and how you can get started in your course. You must sign and return the form at your earliest convenience to secure your placement. At this time, you must also:

- Submit a Police Clearance certificate as you will be working in Veterinary clinics as part of your work placements.
- As well as non-refundable enrolment/application fee as stated on the enrolment submission form.

Unique Student Identifier (USI)

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

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

For information about exemptions for individuals please review this webpage:

<https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

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 or a notice of exemption from the registrar.

Course credits

A credit is formal recognition of the previous studies you have completed for the purpose of reducing the units or modules that you are required to complete in the course you are enrolled in with us. The Animal Academy can grant you credit towards your course for units of competency or modules that you have already completed with another RTO or authorised issuing organisation. We can also grant you Credit for subjects or units you have completed where equivalence can be established between the unit/module in your course, and the subject or unit you have completed.

Any prior course credits should be supplied at application so that we can assess and alter your course fees appropriately. (Unless you have studied with us previously - we will do this automatically for you). Our fees reflect maximum credits available for holding the Certificate III in Animal Care Services at enrolment. Other credits will be reflected in the overall fee costs within your invitation of enrolment.

Make sure you attach certified English copies of transcripts from your previous study. In some cases, we may ask for additional information about the subject or unit you previously studied so we can determine equivalence. Your credit application may be returned to you if you don't provide the required information. There is no charge to apply for Credit.

Reduction of course duration as a result of credit or RPL

If Credit or RPL is granted after the acceptance of a place in a course or on commencement of studies and will affect the duration of studies, The Animal Academy will provide you with a new Confirmation of Enrolment Letter (CoE) including the new duration and any classes that may need to be taken to ensure the hours of face to face engagement are met as required by CRICOS.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. The Animal Academy has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment.

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training and how much evidence you have of this.

If RPL is determined as a possibility for you, you will be provided with a kit that will guide you in working through each unit to determine relevant skills and experience and identify whether you would be able to provide the required evidence.

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

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

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

Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us. For more information about submitting an application for RPL, contact the head office.

Course induction

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

- details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- legal, emergency and health services, safety, and awareness relevant to life in Australia, information on how to seek assistance for and report an incident that impacts significantly on your well-being, including critical incidents
- facilities, resources, and parking
- organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- any student visa conditions relating to course progress and attendance.

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

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in and understand the parking requirements of the facility. At your induction you will receive your first set of learning materials so that you can start on your learning journey.

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

Course location

All theory classes are face to face on campus delivered from Unit 7/ 51 Forsyth St, O'Connor, 6163.

The local city of Fremantle is a vibrant port and thriving tourist hotspot in Western Australia (WA) and offers a bubbling mecca for a large population of locals, students, and travellers/sightseers alike there is a lot to do and see here and is on everyone's 'must see list' when coming to WA.

Unfortunately, there is not a great quantity of parking for cars. The best way to get there is by train, bus or by foot. Please refer to our section on Transport and Parking for further information.

Transport and parking

Public transport is your best option in getting to us at the training centre in O'Connor. Parking is at an absolute minimum and offsite (see below). There are many options to get to us on fairly direct routes from North and South of Perth City Centre or Fremantle areas.

Benefits of using public transport

- Save the hassle of finding a carpark
- Make the most of your travel time to study, read or enjoy the entertainment features on your smartphone or tablet
- Improve your health and activity levels through walking an increased 2000 steps on average.
- You can save over \$1000 a year in fuel, maintenance, and parking fees.

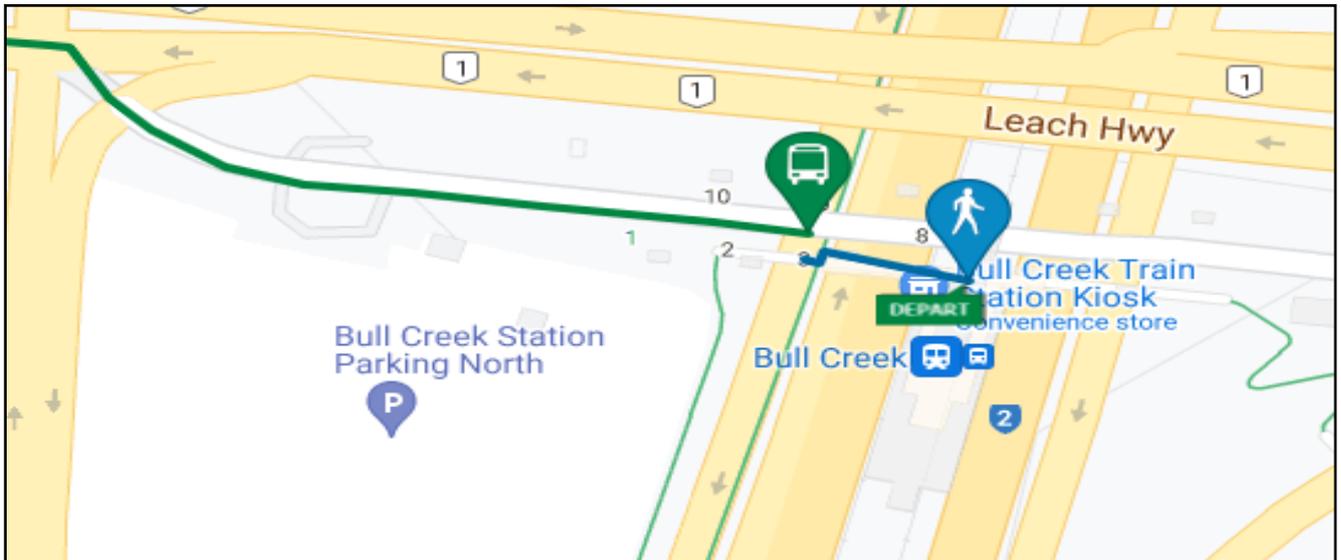
The Mandurah train line stops at Bull Creek station and the Fremantle line stops at the Fremantle station. From these two stops you can quickly and easily transfer to the appropriate bus service.

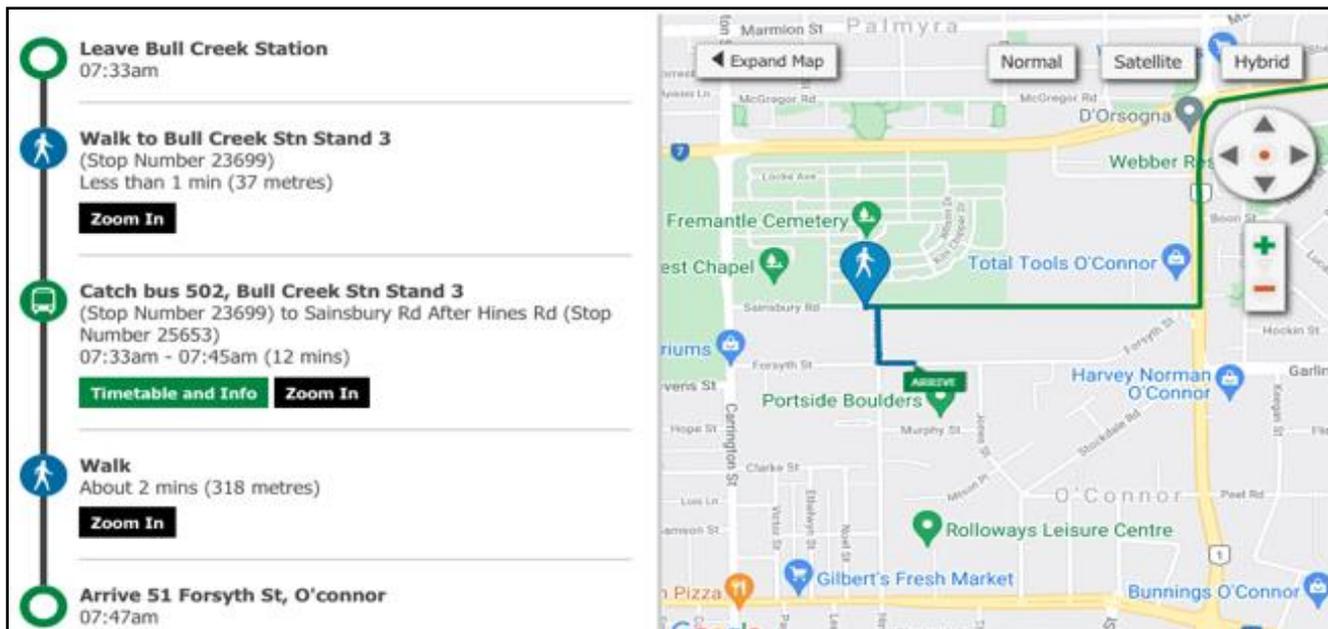
Bus route from/to Train stations:

From	Route	Journey time	Frequency
Bull Creek station	502	16 minutes	Between 7:30-8:00am – every 10 minutes ~Every 20 outside these times.
Fremantle station	502	15 mins	Every 10 minutes (up to 8:20am) ~Every 20 minutes outside these times

The 502 bus line is on a Highschool route so offers regular services as well as extra services throughout the school semester.

Getting to The Animal Academy - Train to bus transition (Bull Creek train station):





Going to:	Route	Journey time	Frequency
Bull Creek station	502	~26 minutes	3pm ~Every 20-30 minutes
Fremantle station	502	~15 mins	3pm ~Every 20-30 minutes

These are the most direct time saving routes; however, these are always subject to change. There are alternative routes available all with varying route times. Use the Trans Perth journey planner to plan your trip: [Transperth Journey Planner](#)

You can also walk down to South street (pink line) where there are also regular buses going to various locations including train stations. The walk is about seven minutes (933 metres). There are also multiple food/beverage and coffee shops in the area.

Cycling

We offer secure storage for your bicycle or electric scooter inside the premises at The Animal Academy. Please be careful to hang/park bikes securely.

Motorcycles

Please let us know if you intend to use a motorcycle or scooter as your mode of transport and we will discuss parking arrangements with you.

Driving

There are seven car parking bays across the road from The Animal Academy at 60 Forsyth Street (Joyce Foams), available on a first come first served basis. This is a privilege, not a right and your integrity is paramount to the continuation of this offering.

The depicted car bays outlined in yellow, below, are for parking during weekdays only. Please do not park outside these bays.

The Animal Academy and Joyce Foams will not accept responsibility for damage to vehicles, loss of vehicles or damage to or loss of accessories or contents of vehicles while you are attending onsite classes. We suggest that no personal belongings or valuables be left in cars.

Parking bays allocated to The Animal Academy:



Parking outside of the pictured parking allocation is at your own risk and you must adhere to Shire parking requirements or face potential infringements.

Cafeterias and coffee:

A quick internet search will reveal many cafés in the vicinity of where you will study however the closest shopping complex is Kardinya Park Shopping Centre on South Street.

[Kardinya Park Shopping Centre Stores](#)

[Banks and ATMs](#) (ANZ and Commonwealth bank)

There is a multiple eateries within close proximity to the training rooms and tea and coffee making facilities onsite.

Workplace Health and Safety

Under the Workplace Health and Safety Act 1984, The Animal Academy must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. The Animal Academy has policies and procedures in place to ensure your safety and on commencement and throughout your course you will be provided with further information about health and safety.

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

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

Getting to The Animal Academy

It is your responsibility to safely get to your onsite lectures and work placements. Please adhere to all WHS requirements for the sites you are at.

If you get the bus or you park in the offsite car parks at 60 Forsyth street, you will be required to cross a road to get to 51 Forsyth street. You should ensure to look both ways before crossing and be aware there are no designated footpaths to use. You should not walk on the road but, stick to the grass verge areas.

Do not take risks – wait until the way is clear before crossing.

For international students – Remember that cars drive on the left hand side of the road. ensure to look right for oncoming cars and left

Onsite at The Animal Academy

When entering the complex, The Animal Academy can be found in the far right hand corner. Please ensure to use the pathways available and do not walk in the middle of the roadway.

Be aware of trucks and moving/backing vehicles and ensure to look before moving in front of open 'Roll up' garage doors.

Muster points

The muster points are to the front of the complex. If there is an emergency follow the signs to the muster points. You will be shown these at orientation and will be required to muster as part of the WHS unit of competency.

Movement around the site

The Animal Academy offers break out areas for you to sit for breaks and to eat. There will be limited tea and coffee available. However, should you want to purchase food and beverages during your lunch time or breaks you will need to leave the complex and turn left or right to the nearest lunch bar.

Please do not walk in big groups and be courteous of the other business in the complex, by keeping voices to a 'happy medium'.

Please do not linger outside other businesses in the area.

Student code of conduct

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan. For further information and explanation refer to the Student Code of Conduct.

Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination, and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information The Animal Academy holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.

- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to The Animal Academy on the client services, training, assessment, and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

Student Responsibilities

All students, throughout their training and involvement with The Animal Academy, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass, or threaten others.
- Not harass, victimise, discriminate against, or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to The Animal Academy in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments, and other evidence of their work with a completed and signed cover sheet where it is provided.
- Keep in regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits, and training sessions.
- Notify The Animal Academy if any difficulties arise as part of their involvement in the program.
- Notify The Animal Academy if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes.
- Ensure no payments are outstanding at the end of the course duration.

Course expectations and requirements

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

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally, our courses may involve classes, workplace component, homework, and online learning. Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

Attendance and home work requirements

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

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

Assessment arrangements

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

At this time, you will:

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

Submitting your assessments

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

Assessments are preferably uploaded onto your student portal. Accessed through:

["Learner sign-in"](#), however can be submitted directly to the trainer/assessor.

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

Written work will be marked within 14 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

Assessment outcomes

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

If, after the third attempt, you are still assessed as Not Yet Satisfactory for a task, you will need to repeat the unit of competency in order to achieve a Competent outcome. This will incur an additional fee and may jeopardise your visa status and placement in the course if you are an international student.

Reasonable adjustment in assessment

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

- Making training and assessment resources and methods more accessible e.g., providing learner workbooks in an audio format or on different coloured paper.

- Adapting physical facilities, environment and/or equipment e.g., setting up hearing loops.
- Making changes to the assessment arrangements e.g., more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g., written questions asked orally

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

Appealing assessment decisions

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

Work placement arrangements

You will be placed into a work placement once you begin the course. There are multiple practices and you will be placed in the most appropriate for your abilities. This will be explained further at induction.

You are required to attain your own placement on top of your arranged animal facility. It is strongly recommended that you ready your resume and research possible sources as soon you can after enrolment confirmation or arriving in Perth. Your assessors are however able to assist with this once you are on site at The Animal Academy.

Student plagiarism, cheating and collusion

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

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

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

Support services

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

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

Your support needs can also be discussed during the induction to your course. Services that we can offer to you include:

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

Contact us at info@animalacademy.com.au to discuss your support needs or talk to your trainer/assessor.

Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social, and spiritual well-being of international students. These services may include, through direct provision or referral, information/advice about accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Internal welfare services will be provided at no additional cost to the student. However, where a student is referred to an external provider, the student will be responsible for meeting the costs of the provider. The Animal Academy does not charge for such referrals to the provider.

Contact us at info@animalacademy.com.au for details about welfare services we can offer.

External support services

For students requiring additional support with their studies, work or life, The Animal Academy provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

Reading and Writing Hotline

Telephone: 1300 655 506

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

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

Centrelink

Telephone: 131021

Website: www.centrelink.gov.au

If you are completing a fulltime course, you may be eligible for benefits through Centrelink. Please refer to the website for further information.

Healthy WA

Website: <https://healthywa.wa.gov.au/>

Healthy WA provides information on a wide variety on all things to do with staying healthy. There are informative video guides to help you assess you own health, including advice on health services, mental, physical seasonal and sexual health. Highly recommended to save in your favourites.

The Equal Opportunity & Human Rights Commission

Website: <https://www.wa.gov.au/organisation/equal-opportunity-commission>

The Commission can resolve individual complaints about discrimination, sexual harassment, and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

Legal Aid WA

Telephone: 1300 650 579 Website: <https://www.legalaid.wa.gov.au>

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

Western Australian Disability services

Website: <http://www.disability.wa.gov.au>

This service available through the Western Australian government. The coordination teamwork with and on behalf of adults with a disability. They provide individual advocacy, information, and support to people with a disability via our network of advocates located across Western Australia. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

Lifeline

Telephone: 13 11 14

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

The desk

Website: <https://www.thedesk.org.au/login?login>

'The desk' aims to support Australian tertiary students to achieve mental and physical health and wellbeing. They provide resources online that can help to improve their wellbeing and ability to study more effectively. 'The desk' offers free access to online modules, tools, quizzes, and advice. You will need to register/login to gain access.

Fair Work Australia

Telephone: 1300 799 675

Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

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

Maintaining your enrolment and course progress

You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the induction program. The Animal Academy will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. The Animal Academy uses a range of methods to monitor course progress including review of participation in tuition activities and assessment tasks. Where we consider you are at risk and not meeting course progress requirements, we will issue you with a first warning letter inviting you attend a meeting to discuss why you are not meeting course progress requirements and support that you required. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs to meet course progress requirements. Agreed support will be documented in an Intervention Plan that both you and your assessor will sign.

Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not meeting satisfactory course progress requirements and to discuss new or revised support arrangements. Where you continue not to meet course progress requirements, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal The Animal Academy decision to report you to DHA. However, an appeal will only be considered if The Animal Academy has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

Serious illness or injury, where a medical certificate states that the student was unable to attend classes

Bereavement of close family members such as parents or grandparents

Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.

A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or

Where The Animal Academy is unable to offer a pre-requisite unit.

Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Attendance

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. Once the process for warning you that you are not meeting attendance requirements and we have provided you with assistance, if you do not or cannot meet attendance requirements, we will be required to report you to DHA. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstances i.e., those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

Course transfer

[Course Transfer Policy - Website link](#)

Deferral/withdrawal, suspension, and cancellation

[Application for Withdrawal - website link](#)

[Application for Deferral - website link](#)

Visas

Once you receive your electronic Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://www.homeaffairs.gov.au/trav/stud>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with the process of applying for a course to arrival at The Animal Academy and including assistance with visas.

Contact us for details of the education agents that we use. Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the fees that you have paid.

Visa conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa. See more information at the following link:

<https://www.homeaffairs.gov.au/trav/stud>

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE.
- If you are a student visa holder under 18 years of age who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support, and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

Change in visa status

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

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

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by The Animal Academy, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

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

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

The Animal Academy will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist. In cases, where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course, or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

Arranging travel and documents to bring with you

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Perth at least 2 weeks before your course induction to give you time to settle in.

You will arrive at [Perth Airport](#)

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)

- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by The Animal Academy at the time of confirmation of enrolment.

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

Entry into Australia

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter, and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at:

www.aqis.gov.au

Arriving in Australia

Getting from Perth airport to your accommodation:

There are many different options to get to your accommodation from Perth airport. Please use this link to see the '[To and From](#)' options and '[ride share](#)' options

Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them). Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

Arranging your finances

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

If you aim to have approximately \$1000 to meet initial needs and a further \$2000 to help you get settled in over the first few weeks.

Once you have arrived in Perth you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank or exchange

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <https://www.studyaustralia.gov.au/>

Living costs in Australia

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia. 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 don't have to rely on such work to meet all their expenses.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia. The following web site includes information about average living costs in Australia:

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

Carefully review the information at the web site link noting that the figures provided are average only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

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 childcare, if applicable.

Costs associated with living in Australia are included at:

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

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes. Read more about budgeting at www.understandingmoney.gov.au

Shopping

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm six days a week, with late night shopping until 9.00pm on Thursdays or Fridays and late opening 11.00am. on a Sunday. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart, and Target.

Clothing

While there are no set rules on clothing in Australia, however many workplaces, restaurants, clubs, and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle, and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher end clothing labels.

For more information about the cost of living, visit the Study in Australia website at:

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

Accommodation

Fremantle offers many short stay options in the form of hostels, Youth hostel associations (YHA) and backpackers. Many are situated close to The Animal Academy learning hub. It is best to book temporary accommodation before you arrive and look for long-term accommodation once you get to Australia. Temporary accommodation could be a hotel or hostel. Temporary accommodation can be found through:

[Fremantle Hostel](#) – temporary accommodation in Fremantle

[Hostel world](#) – temporary accommodation

[Short stayz](#) – short term accommodation in Perth

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

Private rental

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

Various links are available below:

[Domain.com](#)

[Realestate.com](#)

[Riwa.com](#)

Share house

A share house is when you share a private rental with friends or housemates. All tenants are listed on the lease and pay their own share of rent and bond.

[Flatmate.com](#)

Boarding or homestay

Boarding or homestay is when you rent a room in a home and live with the homeowners. This is a private agreement between you and the homeowner. It allows you to immerse yourself into the Australian culture whilst living with an Australian family whilst also help to improve your English. Homestays typically cost from \$210 with no meals included through to \$325 for three meals a day, 7 days a week included. There is a placement fee of \$290.

Short (4 week) homestays are also an option while you find other accommodation. Please refer to this link for more information on homestay accommodation:

[Home Stay Network](#)

It is important to remember that as an international Student, you have the same renting rights as local residents. Review the information below about renting and tenants' rights. You can contact [Consumer Affairs](#) for your rights as a renter in WA

Disclaimer: The information and links are solely a guide to assist you in finding accommodation and give you an idea of the services available. The Animal Academy has compiled this information in good faith and cannot guarantee or endorse in anyway the accuracy or financial information provided. The Animal Academy does not profit from any of the contacts.

Bringing your family with you

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit www.immi.gov.au

For school children, current costs range dependant on the school year your child is in and the school you choose to place them in. You should be aware that the costs for childcare and schooling are in addition to living costs as outlined in the [section on living costs](#).

Health

Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance, or police and why you want this assistance. 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.

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.

Ambulance

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

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.

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 buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs (DHA) 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 <https://www.ahmoshc.com.au/>

BUPA Australia <https://www.bupa.com.au/health-insurance/oshc>

Medibank OSHC <https://www.medibank.com.au/overseas-health-insurance/oshc/>

NIB OSHC <https://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) <https://www.health.gov.au/resources/collections/overseas-student-health-cover-oshc-resources>.

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; or

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 or www.iselect.com.au

Working in Australia

Most student visa holder can work up to 40 hours a fortnight during term time and as many hours as you like during holidays. Before you undertake any paid work, you need to make sure your visa allows you to do so.

Find out more at the <https://www.homeaffairs.gov.au/trav/stud>

You should also visit the following website to find out more about working in Australia, including your employment rights and conditions.

<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

If you require any further information about your workplace rights and obligations, for example, resolving a workplace dispute, visit the Fair Work Ombudsman site at www.fairwork.gov.au

On course completion

You may be eligible to stay in Australia after you graduate to gain work experience. Temporary Graduate (subclass 485) visa allows you to stay in Australia for up to four years, depending on your qualifications. [View Subclass 485 Visa Information for Students](#).

Your safety

Australia is a safe country. However, it's always best to take precautions. Read the information at the following web site about personal safety tips:

<https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal>

You should also review the section in this Handbook about health and workplace safety, and remember to listen carefully to all of the information provided to you at your induction.

If an incident occurs that has a significant impact on your well-being, please speak to us immediately at the contact numbers provided. An incident may be both physical and psychological.

Public holidays in Western Australia

Australia celebrates dates of national significance, known as Public holidays. Each state and territory throughout Australia celebrate a variety of holidays across a variety of holidays. However Western Australia holidays are the only days that you be aware of. For many workers and students, a public holiday means a day without work or classes.

[Link to public holidays in WA](#)

For other states – please check

Your feedback

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

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your assessor. We also welcome feedback from you at any time by email and phone.

Access to your records

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

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records however there is a cost of 50c per page for photocopying.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

Amendment to records

If a student considers the information that The Animal Academy holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

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

Notification of changes

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

This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, The Animal Academy will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message.

Please make sure we always have your most current home address, email address, mobile number, and emergency contact on file so we can notify you of any changes if applicable. You can let us know of any changes to your details by using the Change of Details Form. As an international student, you are required to provide this form to us within 7 days of any change occurring.

Education Services for Overseas Students

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

<https://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

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

Legislation and you

As a student, you have both rights and responsibilities under the following legislation as discussed below.

Workplace Health and Safety

Under the Workplace Health and Safety Act 1984, The Animal Academy must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. The Animal

Academy has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

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

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

Harassment, victimisation, or bullying

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

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

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

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

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

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

Equal opportunity

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

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

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

National VET Regulator Act 2011

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

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

Student Identifiers Act 2014

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

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

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

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure, and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

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

Privacy Policy

In collecting your personal information, The Animal Academy will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g., the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g., for statistical purposes.

We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation.
- You have given written consent
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

A full copy of our Privacy Policy is available on our website

Fees and refunds

Fees are for the entire course qualification not based on the number of units that make it up. Where units are credited others will be offered however the course fee will not be reduced per unit.

Students are required to sign and agree to the terms and conditions in their 'letter of offer' prior to any fee payments; The required payment amount will be listed within the letter.

For international students: when the initial enrolment payment has been received by The Animal Academy you will be issued a Confirmation of Enrolment letter to assist with your visa application process.

Your fees will be collected in arrears (i.e., you will start your training with us before your first payment is due). Payment plans will be detailed in your Student Agreement letter, they can be tailored to your personal situation. Please talk to us at the beginning of your course.

Please be aware any outstanding payments at the end of your course must be paid in full prior to your Qualification Certificate being awarded to you.

The Animal Academy accepts the following methods for payment:

- Cash paid in person to The Animal Academy
- An additional 2.00% surcharge will be added to all domestic card payments
- An additional 3.00% surcharge will be added to all international card payments
- Bank cheque payable to "The Animal Academy" (Bank cheques must be in Australian dollars from an Australian bank).
- EFT / Electronic bank transfer directly to The Animal Academy bank account

Note:

- Please put your full name OR invoice number as a reference.
- Student tuition fees are subject to change.
- Additional fees may apply such as student service and resource fees - for further information refer to your Student handbook.
- All fees must be paid in Australian dollars; The Animal Academy is not responsible for fluctuating exchange rates.
- An official receipt will be sent to you once your payment is verified.
- All international course fees made to The Animal Academy will be protected by the Australian Commonwealth Government Tuition Protection Service: [Found here.](#)

You can read the entire document via the link: [Fees and Refunds Policy](#)

Complaints and appeals

For information on the policy on how to make complaint/grievances and appeals please refer to the following document: [Complaints and Appeals Policy](#)

The Animal Academy strongly advocates for trying to diffuse any situation before it becomes a serious issue, please consult any lecturer to discuss any problems you may be facing.

Should you wish to pursue a complain/grievance or appeal a decision, there is a process that must be followed (found in the above policy). The Grievance form can be accessed via the website and it's recommended to be as thorough as possible with all information provided including dates, times and person(s) involved.

There is a process of due diligence that is undertaken and if following an internal process, you are still not satisfied, there is an option to submit an external complaint/appeal. This can be submitted to:

Legal Aid W.A.

32 St Georges Terrace
Perth 6000 WA
Telephone: 1300 650 579

PO Box L916
Perth 6842 WA

It is expected that you notify The Animal Academy within 24 hours of an external appeal lodgement.

Should you find the outcome of the external appeal unsatisfactory you can submit a complaint to The external complaints body:

The Overseas Student Ombudsman (OSO) – 1300 362 072 Please refer to the following website if you are considering making a complaint: <https://www.ombudsman.gov.au/>

The service provided by OSO is free of charge.

Where your claim will be independently reviewed. It is important to note, the purpose of the external appeals process is to consider whether The Animal Academy has followed its policies and procedures, rather than make a decision in place of The Animal Academy.

Once the external appeals process has concluded, The Animal Academy will immediately implement the decision or recommendation and/or take the preventative or corrective action required by the outcomes of the external complaints or appeals process and you will be informed as such, in writing.

For International students at this point The Department of Home Affairs will be notified and you face your visa being revoked.

Issuing of certification documents

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

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

The Animal Academy reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where The Animal Academy is not permitted to do so by law.

The Animal Academy must have a valid USI on file for the student for a qualification or Statement to be issued.

Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge.

Smoking

All areas of The Animal Academy is a SMOKE-FREE zone. Smoking is not permitted at Veterinary Clinics or facilities either.

Social media

The Animal Academy expects students to maintain decorum when commenting about The Animal Academy or it's industry associates so as not to defame or discredit the reputation of any facility the student may be placed in. Photos are not to be shared on any social media platform. Release forms will be signed by all students should individual's pictures be used on any platform. Students must always be respectful and considerate when using social media.

Student forms

For a list of all student forms available please go to our website using the link. If you are unable to find the appropriate form for your needs - ask a member of staff for assistance.

[All forms and policies](#)

“We would like to take the opportunity again for choosing to study with us and we hope your time with us is productive and memorable”

