



STUDENT HANDBOOK

VERSION 2.1 2025

Student Support Team

Studentsupport@animalacademy.com.au

**Animal Academy is a Registered Training Organisation, exercised by the Australian Skills Quality Authority (ASQA).
ID number RTO ID: 45907**

**We are also registered with CRICOS
CRICOS ID: 04054J**

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CEO

The Animal Academy
Unit 7/51 Forsyth Street, O'Connor, 6163
Telephone: 1300 290 609

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CONTACT INFORMATION

The Animal Academy Main Contact Details

Unit 7/51 Forsyth Street, O'Connor, 6163

Email: info@animalacademy.com.au

Student Support

Sarah White

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



WELCOME

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.

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, behaviour or assistance trainer and/or veterinary nurse, requires exceptional training which is best taught by experienced carers, animal trainers and veterinary nurses. Unique to The Animal Academy you will receive tailored mentoring by your supervisors at select animal placements across Australia. You will be immersed from the beginning of your training; gaining a wide and varied skill set as you go.

You will be surrounded by handpicked, leaders from the animal 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.

You will work closely with your assessors throughout your face to face theory classes. Make the most of your learning time, contribute within your groups and always be respectful of others opinions. Don't forget if you are an international student you have various visa obligations that you are required to meet throughout your time with us.

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.

A handwritten signature in black ink that reads "Janet Murray". The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Janet Murray
Founder

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 provide you the opportunity for work placement in a suggested 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 business; 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.

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 relevant workplace, all while being assisted by your assessors.

The Animal Academy is operated, and taught by Veterinary Nurses, backed by Veterinarians. By choosing to study with us we truly set you up to succeed in the Animal Care and Veterinary industry. We ethically offer 'quality' student focused learning to both local and international students offering 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 2025, 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

ACM20121 Certificate II in Animal Care – Domestic students only

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.

Career pathways include:

- Animal Carer
- Stepping stone into Certificate III Animal Care Services and then into Certificate IV Veterinary Nursing

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

ACM30122 Certificate III in Animal Care – Domestic and International students

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 carry out two days work placement per week for the duration of your course (over 40 weeks). You will be immersed into daily workplace life from day one of your training; gaining a wide and varied skill set in your role as 'Kennel hand' or 'Animal Attendant'. 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 (50 week) timeframe with small animal or grooming elective streams available to choose from.

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

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



ACM40322 Certificate IV in Animal Behaviour and Training - Domestic and International Students

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 small animals (mainly canines). Your placement will be in a behaviour centre to practice your skills whilst being overseen by skilled professionals. Unique to the Animal Academy you will carry out two days work placement per week for the duration of your course (over 40 weeks). There are 8 core units and 8 pre-selected elective units delivered to you in a 12-month (50 week) 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

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



ACM40418 Certificate IV in Veterinary Nursing - Domestic and International Students

Unique to the Animal Academy you will receive tailored mentoring by qualified Veterinary nurses in Veterinary Practices around Perth or Sydney. 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. You will carry out two days work placement per week for the duration of your course (over 40 weeks). 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 (50 week) 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 III 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
- Stepping stone into Bachelor of Animal Science and beyond

[Course 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 of at least 6.0 (Certified evidence is required).

You may be able to apply for Credit; you should indicate this in your application and supply certified copies of your transcripts so that we can assess your application. 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 of 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 are required to attend an interview via Teams. Details of the interview will be provided at this stage.

Upon approval of your application, you will be sent a letter of offer 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 or another animal care workplace as part of your course.
- Pay a **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.

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 into higher level qualifications. 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 any 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 your duration of studies will be reduced. The Animal Academy will provide you with an overview of the duration and any classes that may not need to be taken. Please work with your trainer/assessor and student support to organise and help you navigate.

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.

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 access to an online Induction Course. The Induction Course will provide you with specific details about your course requirements, assessments, work placement and important dates.

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, parking and Microsoft Teams
- 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 Course will provide you with important information about health and safety requirements including 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.

COURSE LOCATION

All theory classes are face to face at the Animal Academy training rooms. It is your responsibility to safely get to your classes at your Training Room. At your onsite Induction you will be instructed on the muster points, emergency evacuation, allowed movement around the site and local cafes.

Perth Training Room location

Unit 7/ 51 Forsyth St, O'Connor, 6163.

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.

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

AS with most inner city areas there is no onsite parking and limited parking in the area. 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.

If you wish to use one of these parking spots please speak with Student Support and you will be given more instruction. Parking outside of the Animal Academy allocation is at your own risk and you must adhere to Shire parking requirements or face potential infringements.

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



Sydney Training Room location

389 New South Head Road, Double Bay, 2028

Public transport is your best option for accessing our training room in double bay. This training room is part of VetHQ which is a functioning private veterinary clinic. The very limited parking is for clients ONLY and as such there is **no parking available for students** at this location.

**** Please note if you need to attend the Sydney Training room outside of class hours you must contact Student Support to arrange an appropriate time.**

The area is well-served by public buses and is just a short walk from the Edgecliff Train Station, which connects conveniently to the Sydney CBD and surrounding suburbs.

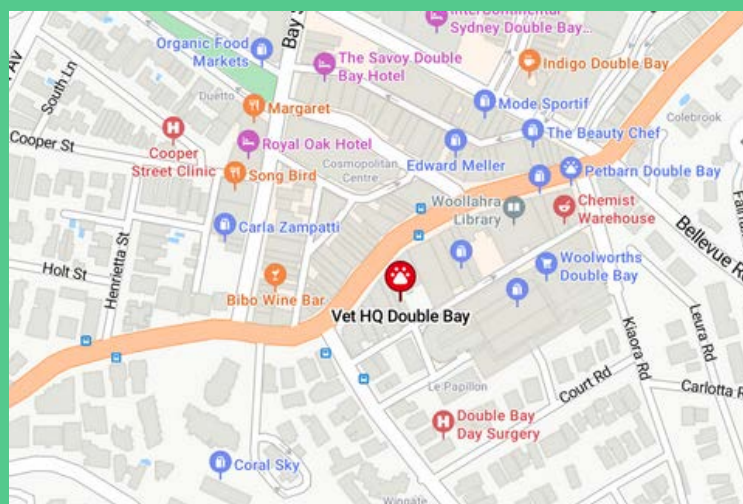
Cycling

Due to the size limitations for this venue, we cannot provide safe and secure storage of bicycles or scooters inside the training room. Please ensure your bike or scooter is parked safely and respectfully to avoid obstruction.

Driving (including Motorcycles)

On-street parking near the training centre is restricted and time-limited, with high demand throughout the day. There is limited paid parking nearby, including at the Woollahra Council Car Park on Kiaora Road, which is approximately a 5–10 minute walk from the centre. Please allow extra time if driving, and adhere strictly to local parking signage and regulations.

Neither The Animal Academy nor any nearby businesses accept responsibility for any loss or damage to vehicles or their contents while attending classes. We recommend you do not leave valuables in your vehicle



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.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Appropriate behaviour when Learning including in-person and Online

Maintaining professionalism during all classes including online is essential. Students are required to keep their cameras on throughout the session. If you feel the need to stretch or move around, please do so without hesitation. It's important to regularly check your emails and respond promptly, as this is our primary mode of communication.

Punctuality is also critical. Students must join classes and meetings on time; if you anticipate being late, it is necessary to inform us via email prior to the session. Failure to arrive on time will result in removal from the class, marking you as absent, and recording your tardiness. By adhering to these guidelines, we can create a respectful and productive online learning environment.

Digital capacity

Part or all of the course you are interested in enrolling in may encompass an online component. When considering your course enrolment, key things to think about include:

- Do you have access to a computer or other device and regular internet access?
- What is your existing capacity to communicate online?
- What steps can we take to overcome any barriers in this area?

Language, literacy, and numeracy

Each course or qualification requires differing capabilities when it comes to:

- Capacity for independent learning
- Reading comprehension
- Communicating in a written form
- Communicating orally

Your language, literacy and numeracy skills will be assessed by us for the purpose of ascertaining the likely ability for you to cope with the requirements of the course you are planning to enrol in. In the case you are deemed not to have sufficient language, literacy and numeracy skills to satisfactorily complete this course, advice on acquiring these skills will be offered to you.



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 expected that you attend every class, including any online classes, so as to not fall behind. Please notify your trainer via email 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 informed of relevant due dates or timing of assessments to be conducted
- Be provided with detailed assessment instructions for each
- task/requirement which includes the criteria that you'll be assessed against.
- Have the opportunity to ask them any questions you have.

All assessment are to be submitted via the online portal. When submitting assignments through the portal you will be asked to make a declaration that the work is your own. You will not be able to submit assessments without this declaration. We will not be held responsible for any items that go missing. If this occurs, you will be asked to re-submit the work.



Assessment Outcomes

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 via the learning management platform.

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 Assessments

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

Animal Academy will work with you towards placement into pre-selected workplaces just prior to beginning the course. The times and days you are to attend can be mutually negotiated with your workplace around your class days. You are free to find further experience yourself, outside of the face to face learning time and allotted work placement. Please be aware should your placement not work out, we are not obligated to find you a new placement, however we will work with you to find another suitable placement. You must be aware that your visa could be affected if you are let go from your placement or do not attend.

Student support is available to help you with this.

Student plagiarism, cheating and collusion

The Animal Academy has a no tolerance policy for plagiarism, cheating and collusion this includes the use of Ai to complete your theory components of your assessments. 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. you will 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.

Contact us at studentsupport@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 studentsupport@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.readingwritinghotline.edu.au>

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.

Get Healthy NSW

Website: www.gethealthynsw.com.au

The Get Healthy Service offers free phone and online health coaching to help you make lifestyle changes to improve your health. Delivered by NSW Health.

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.

Legal Aid NSW

Telephone: 1300 888 529 Website: www.legalaid.nsw.gov.au

Legal Aid NSW is a state-wide independent government agency that helps people in NSW with their legal problems. Our lawyers provide legal advice and representation at court to people who are eligible. Eligibility depends on the kind of legal issue you have, and your circumstances.

Western Australian Disability services

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

This service is available through the Western Australian government. The coordination team works 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

As an international student, you must meet course progress requirements in order to satisfy the conditions of your visa.

For all students, 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 identify any support that you may require. 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 International students continue not to meet course progress requirements, you will be reported to Department of Home Affairs (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. If you have received a warning for poor attendance and we have provided you with assistance, if you continue to not 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](#)



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.

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.
- 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 status. 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.



COMING TO AUSTRALIA

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 Australia at least 2 weeks before your course induction to give you time to settle in.

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.

If you want further information, visit the Australian Border Force website at:

<https://www.abf.gov.au/home>





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.

Consider your Australian bank account options – to save time, you can open an account online up to 14 days before you arrive in Australia

If you aim to have approximately \$2000 to meet initial needs and a further \$4000 to help you get settled in over the first few weeks.

Once you have arrived in Australia 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 use an international credit card before you 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.

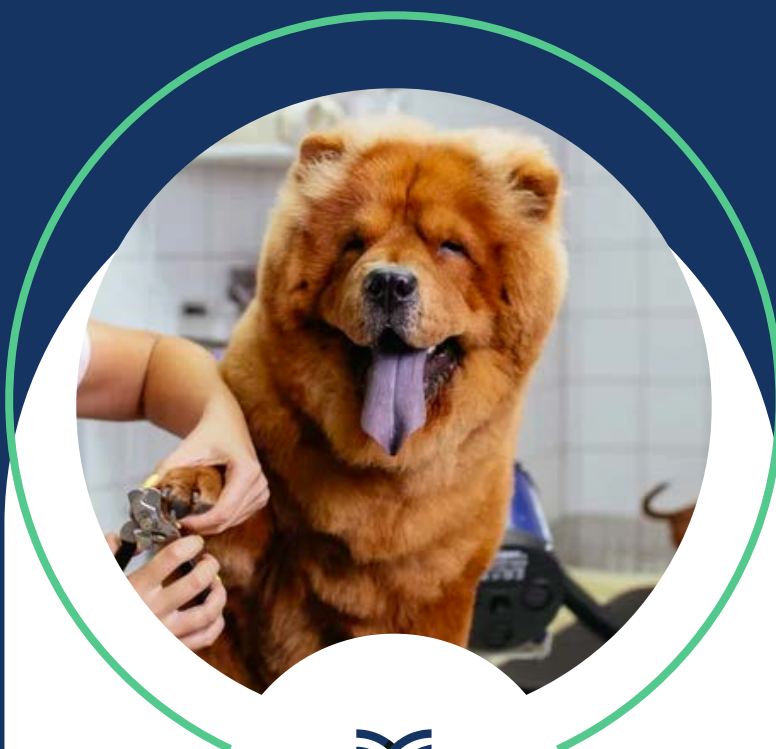


Clothing

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

Many international students stay in short-term accommodation while they become familiar with their new city and meet potential housemates, including hotels, hostels and other temporary options. Some options to explore are below

Hostel World	https://www.hostelworld.com/
Short Stayz	https://www.stayz.com.au/
HomeToGo	https://www.hometogo.com.au/
AirBnB	https://www.airbnb.com.au/

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.

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](#)

Rights as a Renter

It is important to remember that as an international Student, you have the same renting rights as local residents. Each state in Australia has its own Residential Tenancy Act.

- Australian Capital Territory – [Residential Tenancies ACT 1997](#)
- New South Wales – [Residential Tenancies Act 2010](#)
- Northern Territory – [Residential Tenancies Act 1999](#)
- Queensland – [Residential Tenancies and Rooming Accommodation Act 2008](#)
- South Australia – [Residential Tenancies Act 1995](#)
- Tasmania – [Residential Tenancy Act 1997](#)
- Victoria – [Residential Tenancies Act 1997](#)
- Western Australia – [Residential Tenancies Act 1987](#)

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.



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/>

wards the cost of most prescription medicines, and an ambulance in an emergency.

Working In Australia

Most student visa holder can work up to 48 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.studyaustralia.gov.au/en/work-in-australia>

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. You should contact specialists in this area to assist you in the right visa category that you may be eligible for.

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.studyaustralia.gov.au/en/life-in-australia/safety-in-australia>

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 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.

Be aware of which public holidays are relevant for your location. For many workers and students, a public holiday means a day without work or classes.

[Australian public holidays 2024, 2025 and 2026](#)

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.studyaustralia.gov.au/en/tools-and-resources/news/protecting-the-international-student-experience>

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

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](#)

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).

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.

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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

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.



FEES AND REFUNDS

Indicative tuition fees for each course of study can be found on the Animal Academy Website. Students are required to sign and agree to the terms and conditions in their 'Letter of Offer' before they commence their studies. The required payment amount and the payment schedule 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 (CoE) 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:

- 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

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.

you can also refer to the National Training Complaints Hotline. the National Trainign Complaints Hotline will review the information you provide and refer your complaint to the most appropriate authority.

Telephone: 13 38 73
[Complaints Form](#)

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.

The right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies

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.



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



GLOSSARY

By familiarising yourself with the following terms, you can better understand the range of support services available to you and how to access them effectively.

Access and Equity - Principles ensuring that all learners, regardless of their background or personal circumstances, have equal access to education and training opportunities.

Adjustment - A measure or action taken to assist a student with a disability to participate in education and training on the same basis as other students.

Alternative Formats - Educational resources provided in formats accessible to students with disabilities, such as large print, audio, or Braille.

Counselling Services - Support services offering personal, career, and academic counselling to assist students in managing various aspects of their lives and education.

Disability - A physical or mental condition that limits a person's movements, senses, or activities. The definition includes total or partial loss of bodily functions, presence of disease-causing organisms, malfunction or disfigurement of body parts, learning disorders, and mental health conditions.

Disability Standards for Education 2005 - Guidelines formulated under the Disability Discrimination Act 1992 to ensure students with disabilities can access and participate in education on the same basis as other students.

Inclusive - Design and delivery that ensures all students, including those with disabilities, can participate fully and achieve learning outcomes.

Language, Literacy and Numeracy (LLN) Programs - Programs designed to support the development of essential foundational skills in language, literacy, and numeracy.

Reasonable Adjustment - Modifications or accommodations made to enable students with disabilities to participate in education and training on the same basis as other students. Adjustments must balance the needs of the student with the interests of other parties affected.

Student Support Services - Services provided to help students succeed in their studies, including academic, personal, and career support.

Training Support Services - Services and resources to support individual students to meet training product requirements and complete the training product in which they are enrolled.

Unjustifiable Hardship - A situation where providing an adjustment would impose significant difficulty or expense on an education provider, making it unreasonable to implement the adjustment.

Wellbeing Services - Services aimed at supporting the mental and physical health of students, including stress management workshops and fitness programs.

The Animal Academy

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Site

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The Animal Academy is a globally recognised animal care and veterinary nurse training organisation.

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