

STUDENT HANDBOOK

A helpful guide for students



PHOENIX
Academy

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9235 6000 CRICOS: 00066D | RTO: 50030

Our Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Phoenix Academy policy may impact on the currency of information included.

Phoenix Academy reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates on the website at <https://www.phoenix.wa.edu.au>

Phoenix is a Registered Training Organisation (RTO) accredited under and the Australian Skills Quality Authority (ASQA). Registration No - 50030

Phoenix is an approved partner with Curtin University, Murdoch University, Edith Cowan University, the University of Notre Dame and articulates its pathway programs with all four of these universities.

Phoenix has a modern campus accommodating up to 420 students and is located just 1.7 kilometres from the Perth city centre.

Follow us on Social Media



facebook.com/PhoenixAcademy.PerthWA



instagram.com/phoenixacademywa



linkedin.com/company/phoenix-academy

WELCOME FROM OUR FOUNDERS

Phoenix Academy is a Western Australian owned and operated family business and has been offering quality training since 1989.

We are committed to offering the highest possible standard in whatever you choose to do – whether preparing for work or to continue your studies.

Phoenix Academy is one of Australia's largest, oldest, and most prestigious privately owned training institutions.

We pride ourselves in offering the conditions you need to develop your knowledge, skills, ability, and confidence to achieve your goals.

At Phoenix you will find a vibrant institution with highly qualified and professional trainers. We are dedicated to excellence by offering a personal service to you, our student, and through our caring learning environment.

On arrival and throughout your study we encourage you to discuss your interests and needs with our friendly staff who are always on hand to help you with any question, problem, or issue you might have.

We are a multicultural environment – our students come from over 40 countries!

We challenge you to achieve your full potential personally, professionally and as a future contributor to your community anywhere in the world.

Robynne & Brian Walsh



STUDENT SUPPORT SERVICES

At Phoenix Academy, we are committed to your academic success, personal wellbeing, and overall student experience.

Our Student Support Services are designed to ensure you feel supported throughout your educational journey. Whether you need help with your studies, accommodation, career planning, or mental health support, we have resources and professionals available to assist you.

This Student Handbook outlines the wide range of services available to students as well as general information and policies related to your study at Phoenix Academy.

Please read this handbook carefully and keep it to refer to throughout your studies. If you have any questions about the contents of this handbook, please ask your Trainer or our Student Services Officers.

For the most up to date and detailed information, please visit the Phoenix website:
www.phoenix.wa.edu.au

Check the website and the Phoenix Learning Portal associated with your course for regular announcements and notifications to stay up to date.

HOW TO USE THIS HANDBOOK

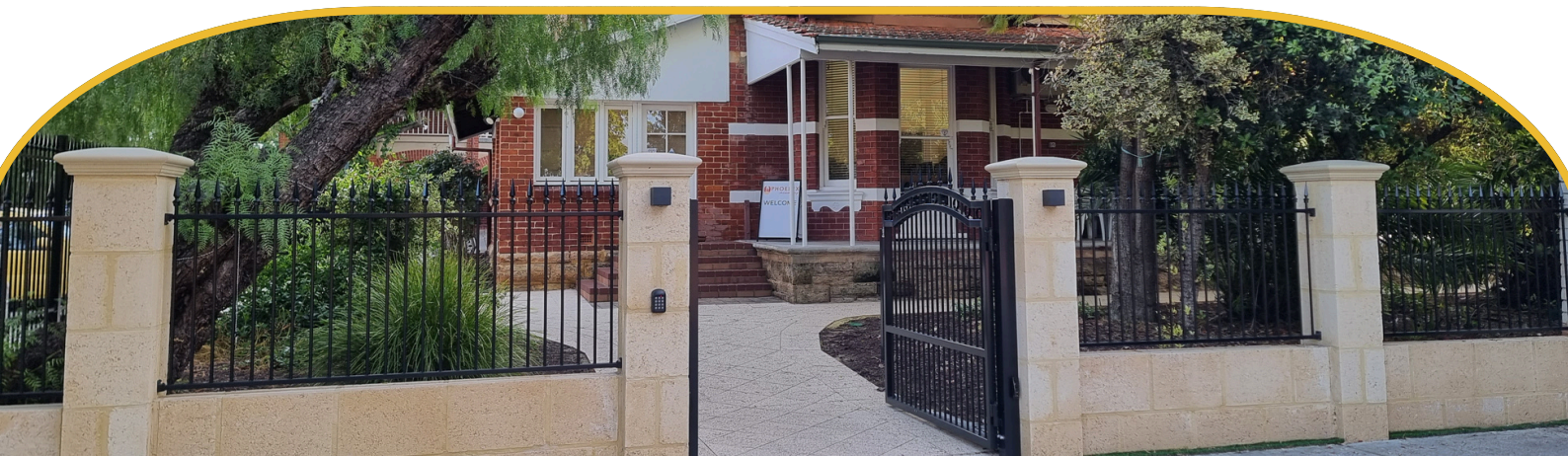
This guide is structured to be user-friendly, helping you easily locate the services and support your needs.

- Use the contents to find specific services quickly.
- If accessing this guide digitally, use the 'Find' function to search for topics instantly.
- Each section describes the available services, how they can benefit you, and how to access them.
- External support services are listed with contact details and operational hours.

PHOENIX ACADEMY STUDENT SERVICES

(08) 9235 6030 | info@phoenix.wa.edu.au

Student Services is open 8:30 AM – 5:00 PM
Monday to Friday excluding public holidays.



CONTENTS

Welcome from the Founders

Student Support Services - Introduction

How to Use this Handbook

Getting Started

Discover our Campus

Getting to Campus

Accommodation

 On Campus

 Homestay

Emergency Situations

 Evacuation

 First Aid

 Off Campus

Training and Assessment

Compliance and Governance

Overview of Student Rights and RTO Responsibilities

Academic Support Services

Specialised Support Services

External Support Services

Support Services - National

Support Services - Local

Campus Safety and Security

Appendices

1. FAQ's

2. Glossary

3. RPL and Credit Transfer

4. Assessment Information

5. Plagiarism and Contract Cheating

6. Complaints and Appeals

7. Who to see on campus

8. Fees, Refunds and Withdrawals

9. Code of Conduct

GETTING STARTED

THINGS TO DO ONCE YOU'VE ARRIVED IN WESTERN AUSTRALIA

When you arrive in Perth, there are a few important things you should do in your first few days. Use the checklist below to mark them off when you have completed each one and contact Phoenix if you have any questions.

- Let those you care about know you have arrived safely.
- Settle into your accommodation.
- Familiarise yourself with your suburb and surrounds.
- Get to know the transport system and how to get to/from Phoenix. (See Appendix 7).
- Attend your course Orientation at Phoenix Academy.
- Commence your classes.

OTHER IMPORTANT STEPS TO COMPLETE

Education

- Confirm commencement of your studies with our Student Services Officer.
- Get your Student ID and Transport Card (Student Services).
- Students studying a Certificate/Diploma register for your Unique Student Identifier (USI) at www.usi.gov.au/students/create-your-usi and report it to Phoenix.

Health

- Advise your OSHC company of your new address and get your membership card.

Work

- Apply for a Tax File Number (TFN) if you are planning to work.
- Review and stay up to date with your visa conditions and working rights.

Your Contact Details

It's important that you keep us up to date with any changes to your contact details, including those of your emergency contact. This is also a Department of Immigration requirement.

If your details are incorrect, you may miss out on important information such as timetable updates, results and certificates, student surveys, and graduation invitations.

If you change address, update your email address, or get a new phone number, please inform the Student Services Team.





DISCOVER OUR CAMPUS

Every aspect of your study & living experience is important to us, so we have curated the campus experience to include:

Technology-Enhanced Learning Spaces: Modern classrooms equipped with hybrid synchronous technology provide flexible study environments, blending in-person and online resources.

Supportive and Welcoming Atmosphere: Experience a friendly and welcoming environment, reflecting our commitment to student care since 1989.

Dedicated and Qualified Trainers: Benefit from the guidance of highly dedicated and qualified staff, committed to your academic success.

Campus-Wide Connectivity: Stay connected with free WiFi throughout the entire campus, facilitating seamless study and research.

Comprehensive Orientation and Integration: Begin your studies with confidence through a comprehensive Orientation Program, ensuring a smooth transition.

Student Hub for Collaborative and Individual Study: Utilise the Student Hub, a central space offering free hot drinks, kitchen facilities, and a comfortable area for both collaborative and individual study sessions.

Culturally Rich Environment: Engage with a diverse student body from over 40 countries, enriching your study experience.

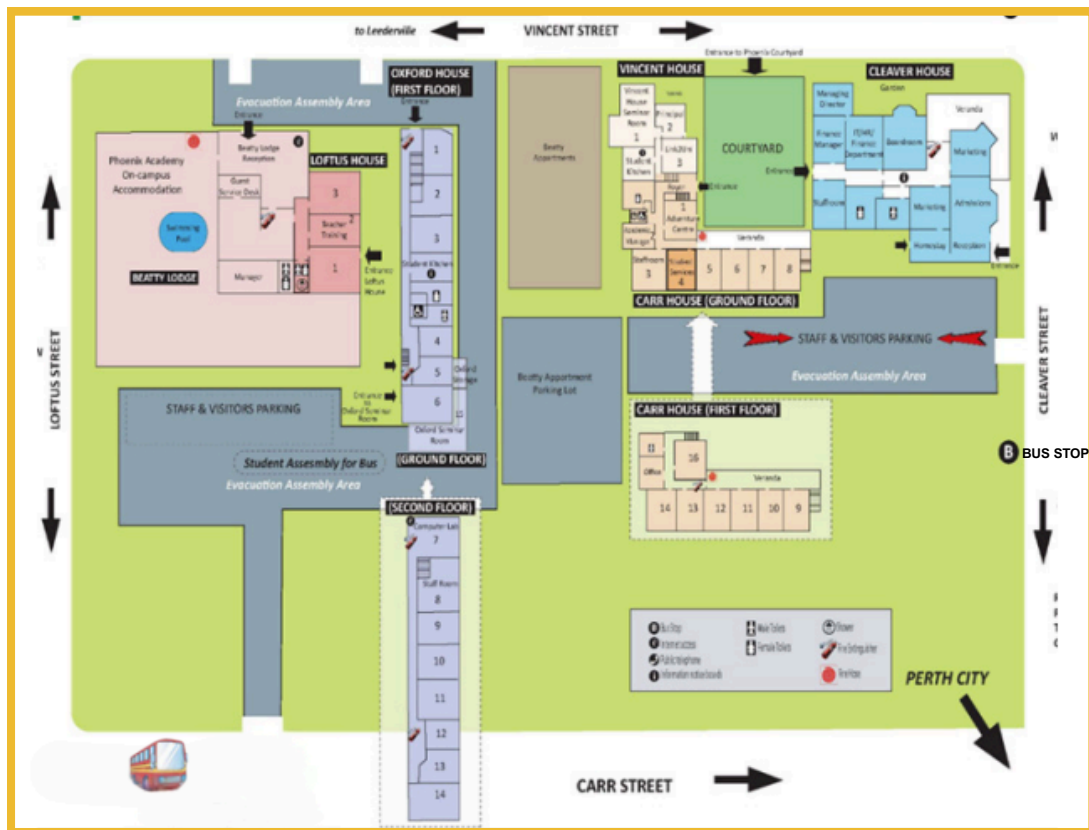
Varied Study Spaces: A range of study spaces are available throughout the campus, catering to different learning preferences.

Spacious Gardens: Our beautiful garden campus is a great space to make new friends, participate in cultural and social events, study and practice your English skills.

On-campus Student Residence (Beatty Lodge): Offering a convenient and sociable living environment with a variety of room options and communal facilities like a swimming pool and self-catering kitchen.

CAMPUS MAP

You will be spending a lot of time at our campus during your studies. Familiarise yourself with the facilities, services, and leisure spaces around it:



PHOENIX ACADEMY STUDENT SUPPORT

The Phoenix Academy Student Services Office is located in Carr House and is open 8:30am to 5:00pm Monday to Friday excluding public holidays.

Phone: +61 8 9235 6000

Email: studentservices@phoenix.wa.edu.au

WIFI AND INTERNET

A wireless network is available on campus, allowing students, visitors, and staff to connect to the Internet using their own device. To access the WiFi network, you will need the network password which is displayed in each of the teaching areas.

EATING OUT... WHERE CAN I BUY MY LUNCH?

You can bring your own lunch and leave it in the student hub fridges during class time. For adult students there are hot water urns and microwaves to heat your food. For safety reasons this option is not available on our junior (under 18 years) campus.

Our adult students can head out for lunch to the many restaurants, cafes and takeaways in the area. The West End Deli, Cleaver Heritage and Beatty Park Aquatic Centre Café are all within 5 minutes walking distance. All provide an assortment of lunch menus and coffee service. For safety reasons junior campus students are not permitted to leave campus and must bring lunch with them.



ACCOMMODATION

ON-CAMPUS STUDENT RESIDENCE – BEATTY LODGE

Our student accommodation is centrally located just 3 km from Perth city, with easy access via a 10-minute bus ride.

We offer a variety of room options, including private rooms, shared twin rooms, and four and six person dorms, catering to different preferences and budgets.

The spacious, self-serve kitchen is fully equipped with cooking appliances, fridges, and ovens, providing a convenient space for students to prepare meals.

Each floor features shared, gendered bathrooms and showers, ensuring that essential amenities are always within reach.

Additionally, all shared rooms are allocated by gender, prioritising privacy and comfort for all residents. For more information go to www.beattylodge.com.au

*Beatty Lodge accommodates students who are studying at a range of colleges or universities in Perth.

HOMESTAY

A Homestay experience provides international students with a structured and supportive cultural immersion experience. By living with carefully selected Australian families, students gain first-hand exposure to local customs and daily life, enhancing their English skills in a natural setting.

Phoenix Academy's homestay program, facilitated through the Australian Homestay Network (AHN).

Each homestay provides a clean, spacious, furnished private bedroom and is conveniently located within a 30 - 40 minute public transport commute to the Academy.

Typically, students receive two meals daily (breakfast and dinner) during the week and three meals (breakfast, lunch, and dinner) on weekends.

To ensure student safety and wellbeing, all homestay families undergo rigorous host screening including Working with Children Checks (WWC) and National Police Clearances (NPC).

For more information, about the homestay experience talk with our Admissions Team or visit the AHN website. homestaynetwork.org

EMERGENCY SITUATIONS - ON CAMPUS

Evacuation

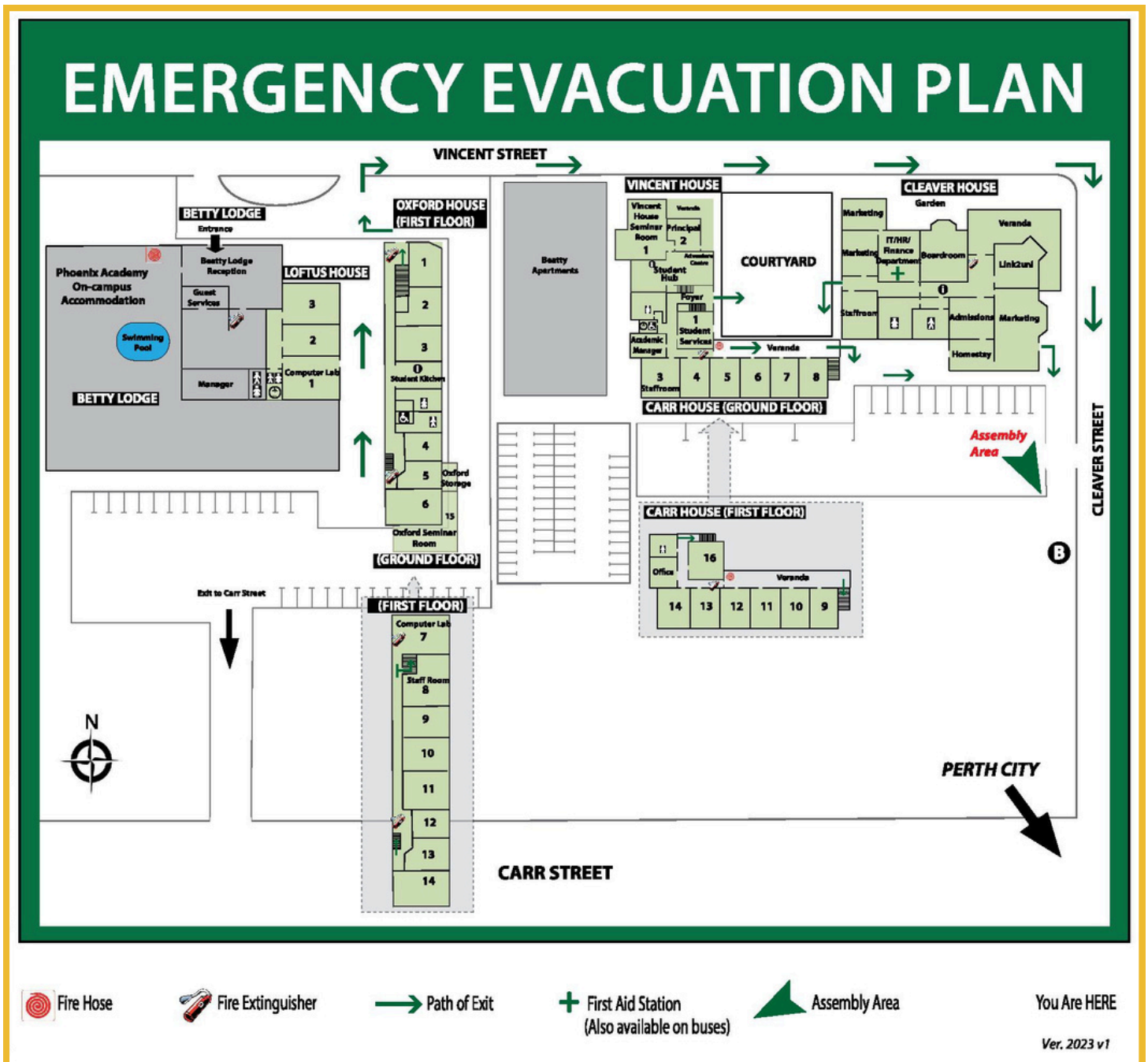
You should familiarise yourself with the location and operation of exit doors as well as the evacuation procedure which are displayed in each room of the campus.

The requirement to evacuate will be announced by word of mouth and/or by the continuous blowing of a whistle or horn.

Upon hearing this alert, you are required to calmly exit buildings and report to the designated muster point.

In the event of an evacuation, you must follow the instructions of the Emergency Wardens who can be identified by their cap and high vis vest.

Do not leave the muster point or re-enter the buildings until the "all clear" is given by the emergency wardens



Remember:

1. **DON'T PANIC.** Walk calmly and quickly to the nearest exit.
2. **DO NOT TAKE ANY PERSONAL BELONGINGS** with you as this may hinder your evacuation.
3. **TEACHERS MUST TAKE THE CLASS LIST** and escort students to the **DESIGNATED ASSEMBLY AREA**, or alternative location if the designated area is not accessible.
4. **CLOSE YOUR ROOM DOOR** to limit the potential damage to the room and make your way to the **DESIGNATED ASSEMBLY AREA**, or alternative location if the designated area is not accessible.
5. **TEACHERS MUST CHECK CLASS LISTS** once at the assembly area. If any students are missing report this **IMMEDIATELY** to the **WARDEN**.
6. **WARDENS** can be identified as the people wearing red caps and vests. Wardens will check vacant offices and classrooms for staff and students.
7. Please **DO NOT** return to the building or your room until it is safe to do so and the **CHIEF WARDEN** has given the **ALL CLEAR**.

EMERGENCY SITUATIONS - ON CAMPUS

FIRST AID

First Aid Kits and Defibrillators are located in each staff room as indicated on the emergency map located in each room.

Should you require **FIRST AID** please contact a staff member, phone +61 9235 6000 or visit the Student Services office located in Carr House, the Finance office located in Cleaver House, or the Staff Room (Room 4) located in Oxford House.

EMERGENCY SITUATIONS - OFF CAMPUS

FIRE, POLICE, AMBULANCE

For Emergency Fire, Police or Ambulance
Call: 000 or 112
(Also available from a mobile phone)

For non-emergency or non-life-threatening assistance
Call: 131 444 (Also known as Police link)

GOVERNMENT DEPARTMENTS

Department of Home Affairs
131 881 | homeaffairs.gov.au



TRAINING AND ASSESSMENT

PERSONAL LEARNING PLAN

As part of the overall enrolment process, we work with you to develop a customised plan for your learning that addresses course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy, Numeracy, and Digital (LLND) indicator which will identify any areas in which additional support may be required.

ACADEMIC DELIVERY

Phoenix operates on a 50-week academic year with delivery periods varying depending on your course of study.

Our Young Learner, High School Preparation and ELICOS programs commence every Monday (excluding public holidays).

Our Certificate IV in Business and Diploma of Business is divided into 4 semesters of 2 x 5-week blocks, or study periods, in each.

Other courses are offered as advertised on the Academy's website (www.phoenix.wa.edu.au).

You will be informed of your study timetable upon enrolment and prior to commencement. Timetables are displayed on the Phoenix Learning Portal associated with your course.

AFTER ENROLMENT

After enrolment, you are given access to the Phoenix Learning Portal (LMS) with all course materials you will need for your study. You will receive an email confirming your enrolment to the LMS.

COURSE DURATION

The answer to that question will depend on a number of factors:

- Your own effort and commitment to submitting assessments regularly and on time, your study load (i.e., full, or part-time).
- How many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications.
- The level of the qualification being undertaken impacts on course duration.

LEVEL OF QUALIFICATION

The Australian Qualifications Framework (AQF) which is the governing body that sets the criteria of different qualification levels gives an indication of the complexity, depth of achievement, knowledge skills, and levels of autonomy required to achieve a qualification at any level.

TRAINEESHIPS

We give all students enrolled in an Traineeship a Training Plan which outlines how and when training will take place. This is signed by all parties involved and given at the start of the training contract.



PRINCIPLES OF ASSESSMENT

To ensure assessment is fair, reliable, valid, and flexible:

- We provide flexible learning and assessment options to ensure learners have every opportunity to demonstrate competency in their subjects.
- Students are encouraged to take advantage of opportunities to ask questions and clarify assessment requirements with their trainer prior to submission.
- All students are fully informed of the assessment process and requirements and have the right to appeal.

The mode of delivery is specific to each subject area and a combination of the following occurs:

- Face-to-face
- Independent Study
- Blended Delivery

Assessment is ongoing throughout our courses and may take both a formal and informal approach. Formal assessments such as tests, projects, reports, case studies and presentations/demonstrations are fundamental to successfully completing a unit of competency.

ISSUING CERTIFICATES

A Qualification and Record of Results, or Statement of Attainment will be issued upon:

- Successful completion of the coursework.
- Being assessed as meeting all requirements for the course.
- Confirmation that all fees have been paid in full.

TRANSCRIPTS AND CERTIFICATES

Transcripts of your VET results can be obtained via your USI account at: www.usi.gov.au. However, these may not be available until several months after your results are awarded.

Original certificates are either awarded in person at Phoenix or sent to the address Phoenix has recorded for you. It is every student's responsibility to ensure that Phoenix always has your most current address details.

If you require a duplicate copy of your certificate, Phoenix can provide this on request. To protect privacy, copies can only be provided to the person named on the certificate.

Replacement certificates can be ordered for a fee by contacting Student Services

COMPLIANCE & GOVERNANCE

The Phoenix Student Journey is compliant under all standards and our students are confident that we support and provide a high-quality student experience.

LEGISLATION

As an RTO, Phoenix Academy is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications.

This includes:

[Education Services for Overseas Students Act 2000](#)

[National Code of Practice for Providers of Education & Training to Overseas Students 2018](#)

[National Vocational Education and Training Regulator Act 2011](#)

[Standards for Registered Training Organisations \(RTOs\) 2025](#)

[Outcome Standards for Registered Training Organisations 2025](#)

[Compliance Standards for NVR Registered Training Organisations 2025](#)

More information about these regulations and legal frameworks can be found at the Australian Government website for Commonwealth Law www.comlaw.gov.au and the website for the regulator of Australia's vocational education and training (VET) sector www.asqa.gov.au.

CODE OF CONDUCT

You can expect Phoenix Academy staff to conduct themselves professionally, with respect for others while maintaining a healthy and safe environment.

As a responsible member of the education and training community, Phoenix Academy follows a Code of Conduct. This ensures appropriate standards of conduct as well as the reputation and integrity of Phoenix are maintained.

Similarly, Phoenix has expectations for student behaviour. These are outlined in the section 'Student Conduct' located in Appendix 9.





OTHER POLICIES AND PROCEDURES

- Anti-bullying Policy
- Academic Misconduct Policy
- Access and Equity Policy
- Assessments Policy and Procedure
- Attendance Monitoring Policy
- Code of Conduct
- Complaints Policy and Procedure
- Recognised Prior Learning Policy and Process
- Refund Policy and Procedure
- Student Care Policy
- Student Progress Monitoring Policy
- Internet Usage policy

These policies are viewable on our website.

PRIVACY

Phoenix Academy strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988. Certain general, non-specific information such as location, sex, age, and results may be passed on to agencies to inform future funding arrangements and/or statistical data.

Phoenix is committed to ensuring your personal information is always safeguarded. Your information is used only for the purposes for which it is collected, we do not provide information to third parties without your consent, unless required to do so legally. You can view our Privacy Policy via our website.

ACCESS YOUR RECORDS

For access to your student records please submit a request in writing to Student Services studentservices@phoenix.wa.edu.au

PROVIDING FEEDBACK

At Phoenix Academy, we highly value student feedback. Your insights help us continuously improve our support services and ensure we meet your needs effectively. We encourage all students to provide feedback on this guide and the services offered at Phoenix Academy.

Ways to Provide Feedback:

- In-Person: Speak directly with a member of our Student Support Team during office hours. We welcome your suggestions and are happy to discuss any concerns.
- Email: Send your feedback to support@phoenix.wa.edu.au with the subject line "Support Services Feedback" to ensure it is addressed promptly.

OVERVIEW OF STUDENT RIGHTS AND RTO RESPONSIBILITIES

RULES AND POLICIES

As a student at Phoenix Academy, you have the right to:

- Access quality education in a supportive and inclusive environment.
- Receive academic and personal support services.
- Learn in a safe and harassment-free setting.
- Be treated fairly and respectfully by staff and fellow students.
- Access complaints and appeals processes.

YOUR RESPONSIBILITIES

Your responsibilities include:

- provide all documentation/undertake actions required at time of enrolment.
- engaging actively in your studies and meeting course requirements.
- attending classes and maintaining satisfactory progress.
- following Phoenix Academy's Code of Conduct.
- respect the safety, well-being and property of others.
- respecting cultural diversity and inclusion.
- keeping your personal details updated with Student Services.
- using computing and electronic resources appropriately
- proactively seeking assistance from support services when needed

Any breach of the Phoenix Student Rules and Policies will be subject to a disciplinary process. A breach may also be considered unlawful under Western Australian or Australian law and could result in further action being taken.

Please familiarise yourself with our Code of Conduct available on our website www.phoenix.edu.au and Appendix 9 of this document

PHOENIX ACADEMY'S RESPONSIBILITIES

ACCESS AND EQUITY

Phoenix Academy always endeavours to meet the needs of the community, individuals and groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. Phoenix Academy prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

Phoenix Academy works to ensure all participants have the appropriate resources to successfully complete our course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

We ensure that all students can achieve according to their own individual potential. Phoenix Academy judges' students on their merit and no assumptions are made about them based on different characteristics such as sex, race, marital status, disability, age, religion, political beliefs, or any other grounds covered by equal opportunity legislation. It also means that Phoenix provides a study environment that is free from sexual, racial or any other form of harassment.

For more information, refer to the Academy's Access and Equity policy available on our website www.phoenix.edu.au

DISABILITY

Every student, regardless of disability, has the right to access and participate in education and training opportunities. This includes the right to reasonable adjustments to facilitate their education on the same basis as students without disabilities.

Students with disabilities have the right to learn in an environment free from discrimination, which includes direct discrimination (less favourable treatment) and indirect discrimination (imposing unreasonable requirements or conditions).

At Phoenix we ensure:

- physical access to each of our teaching buildings is maintained, and that we make every attempt to relocate classes in those instances where physical access is restricted.
- an environment that enables students with disabilities to progress through and complete a chosen course of study to which they have been admitted.
- advice to enrolled students with disabilities and assistance to Trainers on curriculum adaptation and equipment needs.
- students with disabilities have access to learning resources and materials. This may involve the reorganisation of existing systems.
- adaptation of the curriculum in individual subjects/units to meet the specific needs of each student with a disability in conjunction with the Student Services Department.

This shall occur in so far as the essential skill or knowledge required for a particular subject/unit is not compromised. Examples include alternative projects or the granting of extensions, these will not include changes which compromise academic standards.

Examples of Academic Adjustments are:

- Assessment requirements or conditions might be tailored to take account of the specific impairments.
- Field work or practical work components may be redesigned to consider the capacities of students with disabilities.

For more information, refer to the Academy's Disability Policy available on our website www.phoenix.edu.au



ACADEMIC SUPPORT SERVICES

Phoenix Academy provides a comprehensive support to ensure that all students can successfully engage with their studies and achieve their educational goals. The following sections detail some of the key educational support services available.

PRE-ENROLMENT MATERIALS

To assist prospective students in making informed decisions about their courses, Phoenix Academy provides detailed pre-enrolment materials. These materials include course outlines, entry requirements, career prospects and practical information about study modes and durations.

You can access these materials on our website www.phoenix.wa.edu.au, request them via email, or pick up physical copies from our campus administration office. Our Admissions Team is available to guide you through the enrolment process and answer any queries you might have regarding your course options.

STUDY SUPPORT AND STUDY SKILLS PROGRAMS

We provide a range of study support workshops tailored to boost your academic success and vocational skills. Topics include:

- **Time Management** – Effective strategies for balancing study and life commitments.
- **Report Writing** – Enhancing professional and academic writing skills.
- **Assessment Preparation** – Techniques to approach exams and practical assessments with confidence.
- **Research Skills** – How to effectively gather and evaluate information for coursework.
- **Employability** – Discover how to prepare for, and become employed in the Australian workforce

Workshops are free for enrolled students and are offered throughout the year. Information on schedules and how to register is available on our student portal and notice boards around campus.

For general study skills information, please refer to Phoenix Academy's Study Tips Guide available on our website www.phoenix.wa.edu.au/studytips and in hard copy from the Student Support Team.





LANGUAGE, LITERACY, AND NUMERACY PROGRAMS

Recognising the fundamental role of language, literacy, and numeracy skills in all aspects of study and employment, Phoenix Academy offers dedicated programs to help students develop these essential skills:

- **Basic Literacy and Numeracy Support** – Focus on foundational reading, writing, and numerical skills.
- **Advanced Literacy Workshops** – Academic writing, report structuring, and comprehension skills for higher-level study.
- **Numeracy Enhancement** – Support for students requiring assistance in mathematical concepts related to their coursework.
- **English Language Assistance** – Support for non-native English speakers

Details about language, literacy, and numeracy support programs can be found on our website or by contacting our Student Support Team. Support is tailored to meet individual needs, ensuring that all students can fully engage with their course content and assessments.

STUDENT SERVICES TEAM

For mental health, wellbeing and counselling services available through Phoenix Academy, contact the Student Services office located in Carr House or phone+618 9235 6000 during business hours.

SPECIALISED SUPPORT SERVICES

SERVICES FOR STUDENTS WITH DISABILITIES

Phoenix Academy is committed to providing an inclusive learning environment for all students, including those with disabilities. We offer a range of adaptive technologies, resources, and programs designed to support your learning experience and ensure equal access to educational opportunities.

ADAPTIVE TECHNOLOGIES

- Screen reading software and magnifiers for students with visual impairments.
- Students can use hearing aids and assistive listening devices if they have hearing impairments.
- Speech-to-text software for students with writing or typing difficulties.

RESOURCES AND PROGRAMS

- Course materials available in accessible formats such as large print and digital text.
- One-on-one or small group tutoring sessions tailored to students' specific needs.
- Dedicated Student Support Officers to assist with planning and implementing reasonable adjustments.

For more information or to access these services, please contact our Student Services Team.

Phoenix Academy's Student Services Team is here to help you make the most of your study experience. Our support services include:

APPLICATION ASSISTANCE

Link2Uni will assist students to prepare an application to a university, college, or high school, and receive an offer of study in the shortest possible time frame. Link2Uni counsellors will assess your qualifications and provide professional advice and will apply to more than one institution if requested.

CAREER & EMPLOYMENT SUPPORT

- Resume & job application assistance.
- Interview preparation & job search guidance.
- Networking events & internship opportunities.
- Support for workplace rights: Fair Work Ombudsman.

ICT SUPPORT

Phoenix Academy understands the importance of reliable technology in your learning experience. Our ICT Support Team is available to assist with technical issues related to our online platforms, student portals, and learning management systems. Whether you need help accessing study materials, troubleshooting software problems, or navigating digital resources, our dedicated staff are ready to support you.

Additionally, step-by-step guides and video tutorials are available on the Phoenix Learning Platform to help students resolve common technical issues independently.

MEDIATION SERVICES

Conflicts can arise in any educational setting, and Phoenix Academy provides mediation services to help resolve disputes fairly and constructively. Mediation is a confidential process where a neutral third party assists in resolving conflicts and reaching a satisfactory agreement.

Common issues addressed by mediation services include:

- Disputes between students.
- Conflicts between students and trainers.
- Issues related to course requirements and assessments.

Contact our Student Services Team for more information.

These additional support services ensure that you have access to the necessary resources for a smooth and successful educational journey. If you have any questions or require assistance, do not hesitate to reach out.

EXTERNAL SUPPORT SERVICES

Maintaining good mental and physical health is key to academic success. There are numerous national support services available to students that can help in various areas, including mental health, academic support, financial aid and more.

HOW TO APPROACH SERVICES

Consider the following steps to find and access the right service for your needs. Remember that our Student Services Team is available to assist you!

1. Identify Your Needs	Determine the type of support you require, such as mental health services, financial aid, or legal advice.
2. Research Services	Use the provided list to identify the service that best fits your needs. Visit their website for more detailed information.
3. Prepare Information	Have relevant information ready when you contact the service, such as personal identification, details of your situation, and any specific questions you have.
4. Contact the Service	Use the contact details provided (phone, email, or website) to reach out to the service. For immediate assistance, phone contact is often the quickest method.
5. Follow Instructions	Follow any instructions given by the service provider, whether it's filling out forms, attending an appointment, or accessing online resources.
6. Use Online Resources	Many services offer online resources such as articles, videos, & self-help tools that you can access at any time. Make use of these materials to gain additional support.
7. Seek Feedback	After accessing a service, seek feedback if available. This can help improve your experience and ensure you receive the best support possible.
8. Stay Informed	Keep track of any follow-up actions or appointments and stay informed about the services you are using to ensure continuous support.



SUPPORT SERVICES - NATIONAL

FAIR WORK OMBUDSMAN

Information and advice about workplace rights and obligations.

13 13 94

www.fairwork.gov.au

info@fairwork.gov.au

HEADSPACE

National youth mental health foundation.

1800 650 890

www.headspace.org.au

headspace@headspace.org.au

LIFELINE AUSTRALIA

24/7 crisis support and suicide prevention services.

13 11 14

www.lifeline.org.au

info@lifeline.org.au

STUDY ASSIST SERVICES AUSTRALIA

Information on Australian Government assistance for financing tertiary study.

13 24 90

www.studyassist.gov.au

AUSTRALIAN CENTRE FOR DISABILITY LAW

Legal advice and advocacy for people with disabilities.

1800 800 708

www.disabilitylaw.org.au

info@disabilitylaw.org.au

BEYOND BLUE

24/7 support for anxiety, depression, and suicide prevention.

1300 22 4636

www.beyondblue.org.au

info@beyondblue.org.au

DISABILITY SERVICES AUSTRALIA

Support and services for people with disabilities.

1300 372 121

www.dsa.org.au

info@dsa.org.au

OTHER SUPPORT SERVICES FOR STUDENTS

- 24/7 Mental Health Support: [TalkCampus](#) offers peer support worldwide.
- Multilingual Mental Health Resources: [Embrace Multicultural Mental Health](#).
- The BRAVE Program: [Online anxiety support](#).
- Yarn Safe: Mental health support for Aboriginal and Torres Strait Islander students – [headspace Yarn Safe](#).

SAFETY & WELLBEING

- Anti-bullying support: [Bullying. No Way!](#) provides resources to prevent bullying.
- Cyber safety: Visit [eSafety Commissioner](#) for safe online practices.
- Student Wellbeing Hub: [Resources for wellbeing and resilience](#).
- Translation & interpreting services: TIS National (131 450) for language support 24/7.

SUPPORT SERVICES – LOCAL

Phoenix Academy recognises the importance of local support services in Western Australia to assist students with mental health, housing, legal aid, employment, and other critical areas. Below is a list of key local community services that can provide additional support during your studies.

MENTAL HEALTH SUPPORT IN WESTERN AUSTRALIA

Mental Health Emergency Response Line (MHERL) - Immediate mental health crisis support 1300 555 788

Perth Clinic - Private mental health services, therapy, and inpatient programs.
(08) 9481 4888 | www.perthclinic.com.au

Headspace Perth - Youth mental health services for ages 12-25.
(08) 9208 9555 | www.headspace.org.au

Relationships Australia WA - Counselling services for individuals, families, and students.
1300 364 277 | www.relationshipswa.org.au



LEGAL AID & ADVOCACY

Legal Aid WA - Free legal advice and representation for eligible students.
1300 650 579 | www.legalaid.wa.gov.au

Youth Legal Service WA - Free legal support for young people under 25.
(08) 9202 1688 | www.youthlegalserviceinc.com.au

Community Legal WA - Assistance with tenancy, immigration, employment rights.
(08) 9221 9322 | www.communitylegalwa.org.au



HOUSING & EMERGENCY ACCOMMODATION

Crisis Care Helpline - 24/7 emergency housing assistance
1800 199 008

Youth Futures WA - Support for young people facing homelessness
(08) 9300 2677 | www.youthfutureswa.com.au

Entrypoint Perth - Housing and homelessness support
1800 124 684 | www.entrypointperth.com.au

Tenancy WA - Advocacy and legal support for rental disputes
(08) 9221 0088 | www.tenancywa.org.au

StudyPerth - Discounted rates for short-term stays in hotels
bit.ly/StudyPerthHotelDeals



EMPLOYMENT & FINANCIAL ASSISTANCE

Jobactive Perth - Local employment and training opportunities.
www.jobactive.gov.au

StudyPerth Student Hub - Free support for international students seeking jobs.
www.studyperth.com.au

Financial Counselling WA - Free financial advice and hardship support.
1800 007 007 | www.fcawa.org

Australian Taxation Office (ATO) - Assistance with tax returns and superannuation.
13 28 61 | www.ato.gov.au

For further assistance, visit Student Services or explore our website resources.



CAMPUS SAFETY AND SECURITY

SMOKING AND VAPING

Phoenix is a smoke and vape-free workplace. There is one designated smoking and vaping area on campus. Smoking and vaping are prohibited in all buildings and only permissible at a designated location. If you smoke in the designated area, please use the ashtrays provided. If you smoke in the street, please dispose of your cigarette butts in rubbish bins. If you are under 18 years you are not allowed to smoke or vape.

DRUGS AND ALCOHOL

Any student under the influence of drugs and/or alcohol is not permitted on campus premises, to use our facilities or equipment, or to engage in any Phoenix activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

SECURITY

Cleaver, Carr and Vincent House buildings are open from 8.00am to 4.30pm, Monday to Friday. Please make sure that you do not leave any valuables (money, passport, calculator etc) in your classroom at any time – keep your valuables on you, Phoenix is not responsible for lost or stolen property.

Oxford House is open from 8:30am to 3:15pm, Monday to Friday.

UNDER 18'S

Phoenix Academy delivers Young Learner and High School Preparation Programs in Oxford House.

For safety reasons, student under the age of 12 must be dropped off at and picked up from their classroom by a parent or guardian.

Students under 18 years of age are not permitted to leave the campus during school hours without prior arrangements being made.

Parents and guardians should not enter Oxford House during school hours. If for some reason you need to see your child or drop of something between the hours of 9:00am and 3:00pm please visit Student Services in Carr House or Reception in Cleaver House to be escorted.

Any unaccompanied person entering the junior school during school hours will be considered an intruder and will be asked to leave immediately.



WORKPLACE HEALTH AND SAFETY

Workplace health and safety legislation applies to everyone at Phoenix. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately to your Trainer or Student Services.

INTERNET USAGE POLICY

The Internet has information that may be judged as inaccurate, or unsuitable. Phoenix Academy does not condone or permit the use of this material. It is a joint responsibility of the Academy and the parent or guardian of each student to educate the student about his or her responsibility when using the Internet. One of the Academy's goals is to support students in responsible use of this vast reservoir of information. Please refer to Phoenix Internet Usage Policy available on our website www.pheonix.edu.au for more information.

Proper and Acceptable Use

The use of the Internet must be to support academic research and consistent with the educational objectives of our school community.

- Investigation of topics being studied.
- Investigation of opportunities related to community service, employment, or further education.
- Using email to communicate with other individuals to improve educational outcomes.

CYBER BULLYING

Cyberbullying is the intentional use of technology to hurt, threaten, harass, or humiliate a person and cause fear and distress. Phoenix has a zero tolerance for cyberbullying and is committed to ensuring our learning environments are safe, respectful and inclusive. We are committed to addressing and resolving all incidents of student misconduct and encourage students to speak up if they are being bullied online.

If you experience cyberbullying during your studies, please contact your trainer or the Student Services Team who can provide you with additional information and support.

SEXUAL ASSAULT AND HARASSMENT

Phoenix has a zero-tolerance policy for sexual assault and harassment. We are committed to providing a safe and secure environment for our students and offer support services for students who have experienced sexual assault or harassment. This includes supporting victims of assault or harassment to continue to engage with their studies, as well as taking appropriate action against perpetrators.

If you experience sexual assault or harassment, you can contact student support, your teacher, or any other member of our staff.



APPENDIX 1 – FAQs

1. What types of student support services are available?

Phoenix Academy offers a comprehensive range of support services, including academic assistance, wellbeing programs, adaptive technologies, flexible learning options, and counselling services.

2. How can I access counselling services?

You can access personal, career, and academic counselling services by contacting our Student Service Team.

3. What should I do if I need learning materials in an alternative format?

If you require course materials in large print, or audio, please contact Student Services Team so we can arrange the necessary materials for you.

4. Are there resources available for students with disabilities?

Yes, we offer adaptive technologies, specialised resources, and support programs to ensure students with disabilities have equal access to education. Contact Student Services Team to discuss your specific needs.

5. What flexible learning options are available?

We provide part-time, full-time, blended learning formats to accommodate different schedules and learning preferences if your visa allows it.

6. How can I improve my study skills?

We offer study skills workshops on time management, exam preparation, and academic writing. Check the events calendar or contact Student Services Team for upcoming sessions.

7. How do I request additional support services?

Simply contact Student Services Team to discuss your needs. We are here to assist with any accommodations required for your learning journey.

8. How do I give feedback about support services?

We encourage feedback in-person or by emailing support@phoenix.wa.edu.au.

9. Who can I contact for more information about student support services?

For further details, visit the Student Services Office, call +61 8 9235 6000, or email support@phoenix.wa.edu.au.

APPENDIX 2 – GLOSSARY

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.

Educational and Support Services

A range of services provided to support learners, including study support, language and literacy programs, counselling, and adaptive technologies.

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.

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.

APPENDIX 3 – RPL AND CREDIT TRANSFER PROCESS

Recognition Process

When you commence a VET course, you may think there are some units of competency you have already completed or skills you already have. Your current knowledge and abilities may make you competent in these units without having to do the assessment. You can apply for 'recognition' for those specific units of competency. You need to provide evidence that you can do these tasks. You may need to perform a 'skills test' to support your claim. If you are considering applying for RPL in some of the units you are studying, please speak to an Academic Manager to discuss. Remember that you will be required to submit evidence to support your claim, which may include some or all the below from a variety of sources:

- letters or testimonials from employers
- photographs, videos, reports
- awards, certificates, and qualifications

Credit transfer

Phoenix recognises AQF qualifications and Statements of Attainment issued by other RTOs. Credit transfer may be granted for Units of Competency you have studied in the past.

To apply for Credit Transfer, you need to supply a certified copy your documentation (certificates and/or statements).

For full details on the requirements for credit transfer applications, please contact the Student Services or the Admissions Team.

Statement of Attainment

If you have a Statement of Attainment from another Registered Training Organisation for any units of competency that are the same as those in the VET course offered by Phoenix, you will be awarded automatic recognition and it will not be necessary for you to apply. You must make the Admissions Office aware and provide certification.

Recognition of Prior Learning (RPL)

Phoenix offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred.

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment.

In your application for RPL your evidence must be:

- **Authentic:** it must be your own work
- **Sufficient:** it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- **Current:** it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- **Valid:** it must be relevant to what is being assessed

You may be eligible to apply for RPL in one or more Units of Competency in your course. Please contact Admissions to discuss your options.

APPENDIX 4 – ASSESSMENT INFORMATION FOR VET STUDENTS

Submitting Assessments

You are expected to complete assessments in all units of your qualification. You need to submit assessments by the due date for a result to be recorded. You will receive detailed instructions on the requirements of each assessment, including its context and purpose. Ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Satisfactory', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the knowledge questions, address more relevant information into your portfolio, or demonstrating a task again. Phoenix does not charge a fee for resubmission of assessments. If, after two resubmissions your work is still 'Not Satisfactory', you will be awarded a result of 'Not Competent' and required to re-enrol in and re-do the work for the Unit. The Trainers at Phoenix will take every reasonable effort to help you succeed in your course. Speak to an Academic Manager for more information.

Assessment Feedback

You receive feedback on your assessments at the conclusion of each assessment block. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Referencing

When it comes to properly acknowledging information, students should be able to properly use referencing protocols. More information about how to do this can be found on your Phoenix Home Room page or visit the referencing standards below.

[APA Style Common Reference Examples Guide, APA Style 7th Edition](#)

APPENDIX 5 – PLAGIARISM AND CONTRACT CHEATING

All work that you submit must be your own. You will sign a declaration of such each time you submit evidence.

What Constitutes Plagiarism?

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by all academic organisations.

To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from.
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response.
- Presenting work that was done as part of a group as your own.
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s).
- Failing to cite where information has come from.

Phoenix Academy is committed to ensuring that all staff and students behave with academic integrity. It is essential that you understand the principles underlying academic integrity and behave in a manner according to these principles.

Phoenix Academy identifies two levels of plagiarism:

Level 1

This is when plagiarism occurs due to a student's lack of experience or knowledge of acceptable conventions in Australian academia. This usually occurs due to poor language skills and/or inadequate attempts at referencing.

In the case of level 1 plagiarism:

An Academic Manager is informed, and a meeting is held between an Academic Manager, the student and the Trainer. At the meeting, the student is given a warning letter which advises of the "plagiarism". This is followed by further guidance and support to address the lack of knowledge and experience, and the student is allowed the opportunity to rectify the situation with a resubmission of work.

Level 2

This kind of plagiarism occurs where there has been an intention to wilfully deceive the assessor by:

- ignoring academic integrity or academic conventions where adequate knowledge would have been expected. Particularly, in the case where a student has been counselled on a level 1 plagiarism.
- consists of large sections of copied or closely similar work from other sources and presented as one's own work without sufficient referencing or citation.
- where it is believed that based on other student work, there is sufficient evidence to deem that the work is not one's own. This can occur in the case of another person writing the work on behalf of the student or editing the work on behalf of a student to a point that the work is no longer consistent with the student's own language level and ability.

APPENDIX 5 – PLAGIARISM AND CONTRACT CHEATING (CONTINUED)

If work is deemed plagiarised the following occurs:

- the student is informed, and a meeting is held between the Principal, the student, and an Academic Manager. At the meeting, the student is given a final warning letter, which advises of the “plagiarism”.
- following the meeting, the Principal reviews the case, and a final decision is to be made as to the action required.

The possibilities are:

- A nil mark for the assessment with the opportunity to resubmit the work. In this case, the student will need to do a new assessment completely. An assessment fee will be charged.
- Expulsion from the course or Academy

Contract Cheating

Contract cheating involves purchasing assessment materials from a person or service and submitting it as your own. Both plagiarism and contract cheating are considered major misconduct and any student found to be engaging in these services will face disciplinary action.

You can view our Plagiarism Policy on our website www.phoenix.edu.au.

APPENDIX 6 – COMPLAINTS AND APPEALS

Complaints

Any complaint will be treated seriously, investigated thoroughly, and dealt with according to the merit of the complaint. Formal written complaints are reviewed within 10 working days of lodgement.

Complainants are provided with a written statement of the outcome, including details and reasons for the decision.

The Academy will take all reasonable measures to finalise the review process and implement any decision and/ or corrective or preventative action required. Please note that there will be no change to enrolment status during the review process.

Appeals

Students can lodge an appeal if they disagree with a decision regarding an assessment outcome.

Students are encouraged to speak to their Trainer in the first instance. If they are not satisfied with the outcome of that discussion, they may request a formal review of the assessment decision. Students must follow Phoenix's procedure for lodging an appeal.

Please note that students have the right to be represented by a nominee. If they are a student under the age of 18, they must have a parent, guardian or approved support person present at any formal appeal meetings.

Our Complaints and Appeals Policy can be viewed on our website www.phoenix.edu.au

APPENDIX 7 – WHO TO SEE ON CAMPUS

AREA	PERSON	CONTACT DETAILS
Admission/Extensions of Course	Admissions Office	Cleaver House 4
Bookshop	Student Services Officer	Carr House 1
Diploma of Business	Course Trainer	Trainer emails are available on the Phoenix Business Home Room. You can also see your trainer immediately after the class
	Academic Manager	Carr House 2
Graduations	Student Services Officer	Carr House 1
Complaints and Appeals	Student Services Officer	Carr House 1
Student Levels	Academic Manager	Carr House 2
First Aid	Student Services Officer	Carr House 1
Special Focus Classes	Student Services Officer	Carr House 1
Further Study Options & University Information	Admissions Office	Cleaver House 4
High School Preparation Program	Academic Manager	Carr House 2
Young Learners Program	Academic Manager	Carr House 2
Homestay/Accommodation	Student Services Officer	Carr House 1
Pastoral Counselling	Student Services Officer	Carr House 1
Student Leave	Student Services Officer	Carr House 1
Academic Questions	Academic Manager	Carr House 2
Visa	Admissions Office	Cleaver House 4
Student Health Cover/Medical Insurance Issues	Student Services Officer	Carr House 1
SmartRider Card	Student Services Officer	Carr House 1
Information Technology Support	Phoenix Helpdesk	help@phoenix.wa.edu.au
Fees, Payments, and Payment Plans	Finance Officer	Cleaver House Finance Department

APPENDIX 8 – FEES, REFUNDS AND WITHDRAWALS

POLICY

Phoenix Academy does not require international students to pay more than 50 percent of the total tuition fees in advance before the commencement of the course for courses with a duration of more than 25 weeks. Students, or the person responsible for paying the tuition fees, can choose to pay more than 50 percent of their tuition fees before they start their course.

Fees (full or part-payments) are required to be paid according to the schedule of fees and each student's agreement with Phoenix Academy before any study commences. Students can pay by Flywire, electronic funds transfer, cash, or credit card. A receipt will be issued to students for all payments made to Phoenix Academy.

A Fee Schedule lists all course fees and other charges that may be applicable. To check the current fees schedule, please visit: www.phoenix.wa.edu.au

Course fees do not cover other charges such as accommodation fees, living expenses, resource/material fees, textbooks, stationery, equipment, government agency charges, and other incidental charges.

Where a student's course duration is extended beyond the period of the visa, the student will be liable for student visa extension and related costs.

Refunds will be paid to students according to the student & fees & refund policies available on the website.

PROCESS FOR WITHDRAWAL AND REFUND OF FEES

1. To withdraw from an enrolled course, the student must submit to Student Services the Student Withdrawal Application detailing the reason for the withdrawal. The Student Withdrawal Application form available from Student Services and www.phoenix.edu.au

A withdrawal due to:

- Illness or disability
- Death of a close family member (parent, sibling, spouse or child)
- Political or civil event that prevents acquittal
- Compassionate or compelling reason with evidence

may be grounds for partial refund of fees. Supporting evidence must be provided.

2. Phoenix Academy will advise the student within four (4) weeks, if the Student Withdrawal Application is approved or denied and if applicable will initiate the Refund Application process.

3. To request a refund, the student must submit the Refund Request Form to Student Services. The Refund Request form is available from Student Services, the finance office and www.phoenix.edu.au

4. All refunds approved for payment will be processed within four (4) weeks, with a statement that explains how the amount has been calculated, after receiving the written request and full supporting documentation from the student.

All refunds are paid in Australian dollars (AUD) to the nominated bank account, details of which are provided by the student in the Refund Request Form.

Phoenix Academy is not liable for any financial loss incurred due to changes in any currency conversion values or commissions charged by financial institutions.

In all cases:

- Refunds of tuition and accommodation fees will be in accordance with the Western Australian Government's Policy Guidelines for institutions providing courses to international students and Commonwealth Education Services for Overseas Students Act 2000. These documents are available to students on request.
- Phoenix will give the student a statement that explains how the refund amount has been calculated.
- Refund calculations are based on a maximum 24 week course block(s), or the course duration, whichever is the lesser.

REFUND SCHEDULE

CONSIDERATION	AMOUNT REFUNDED
Non-refundable Enrolment Fee and Homestay Placement Fee	No refund is given
If the visa application is unsuccessful and the student notifies Phoenix in writing within 14 days of refusal from the Embassy	100% of tuition fees except and Administration Fee of up to \$500
If the student withdraws up to 4 weeks before course commencement	90% of tuition fees except and Administration Fee of up to \$500
If the student withdraws 0 to 4 weeks before course commencement	50% of tuition fees except and Administration Fee of up to \$500
If the student withdraws and leaves the course 0 to 4 weeks after course commencement	30% of tuition fees except and Administration Fee of up to \$500
If the course is 12 weeks or less and the student withdraws and leaves the course 0 to 4 weeks after course commencement	No refund is given
If the student withdraws after Week 4 of the course commencement	Any refund is at the discretion of Phoenix Academy
If the student cancels Homestay accommodation up to 2 weeks before they wish to leave the house	100% of accommodation fees paid except the Placement Fee
If the student cancels Homestay accommodation less than 2 weeks before they wish to leave the house	No refund is given
If the student withdraws from on-campus accommodation Beatty Lodge:	
<ul style="list-style-type: none"> • 28 days or more prior to check in • 22 – 27 days prior to check in 	<ul style="list-style-type: none"> • 100% of room payment paid • 50% of room payment paid
<ul style="list-style-type: none"> • 14-21 days prior to check in • Less than 14 days prior to check in 	<ul style="list-style-type: none"> • 25% of room payment paid • No refund is given
If a student fails to notify the correct flight details or any change of details at least 2 days prior to arrival.	No refund of airport pickup fees
If a student breaches international visa conditions of the rules of the provider and is terminated from the course	No refund of the first 24-week block and 40% of the fees applicable to a subsequent 24-week block.

PROVIDER DEFAULT

In the case of Provider Default, Phoenix Academy will provide refunds or make arrangements as listed in the table below:

PROVIDER DEFAULT	REFUND OR ARRANGEMENT
Phoenix Academy withdraws offer, fails to provide the course/s offered, or terminates an education service before the study period or course commencement	Offer a place in an alternative course or in a future intake available for the same course. If the student declines this offer, Phoenix Academy will refund 100% of the prepaid course fees.
Phoenix Academy withdraws offer, fails to provide the course/s offered, or terminates an education service after the study period or course commencement	Offer a place in an alternative course or in a future intake available for the same course. If the student declines this offer, Phoenix Academy will refund the unused portion of the pre-paid course fees calculated on a weekly basis.

If in the unlikely situation that Phoenix Academy is unable to refund fees, or offer an alternative course, students will be referred to the Tuition Protection Service (TPS) who will place the students in a suitable alternative course or if a suitable course cannot be found, pay a refund as calculated by the TPS Administrator. Detailed information can be found at TPS website: www.tps.gov.au

APPENDIX 9 – CODE OF CONDUCT

Phoenix Students are expected to:

- Be courteous and respect the rights and culture of others.
- Behave in a way that is safe for themselves and others, and the school property.
- Co-operate to ensure that Phoenix Academy is a happy and safe place to work and learn.
- Speak English at all times as Phoenix is an English Only Zone

Students agree to:

- Care for and respect other students and staff by using appropriate language, physical contact, and respect for opinions, cultural differences and property.
- Show respect for Phoenix Academy staff, rules, values, and standards.
- Demonstrate appropriate mobile device use in the classroom
- Treat homestay families with respect and follow the rules set by the families.

Students agree NOT to:

- Bully, intimidate, discriminate or be aggressive towards anyone. This includes through electronic devices.
- Prevent other students from learning – through distraction, attitude, language or behaviour.
- Use language to intimidate or isolate other students.