

WYATT EDUCATION GROUP

Inspiring Minds

STUDENT HANDBOOK

All Qualifications — Domestic & International Students

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Acknowledgement of Country

Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.

Version History

Version	Date	Author	Changes
1.0	1 July 2025	RTO Manager	Initial release
2026.v01	Jan 2026	Student Services Manager	Full update: 2025 Outcome Standards, ESOS 2025 amendments, updated courses, fees, contacts
2026.v02	3 March 2026	Student Services Manager	Added: Anti-Semitism and Anti-Vilification policy — Section 11 expanded; Anti-Discrimination Act 1977 (NSW) references added
2026.v03	April 2026	Student Services Manager	Added: Course progress definition and satisfactory progress standard; formal at-risk warning stages; PRISMS reporting explanation; compassionate/compelling circumstances definition; student appeal rights before action; student default vs provider default distinction; TPS placement process step-by-step (NC Std 8, 9; ESOS Act ss.46A, 47A)
2026.v04	April 2026	Student Services Manager	Added: Written Agreement summary (Section 4, NC Std 3); Critical Incident policy explanation (Section 8, NC Std 6); Education Agent section — new Section 16 (ESOS Act s.21A, NC Std 4); sections renumbered 16–21 accordingly

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1. Welcome to Wyatt Education Group

Welcome to Wyatt Education Group. We are delighted that you have chosen to study with us. This Student Handbook has been prepared to give you everything you need to know about studying at Wyatt — your rights, your responsibilities, the support available to you, and how we work to ensure your success.

This handbook applies to all students enrolled in all qualifications at Wyatt Education Group — both domestic and international. Please read it carefully and keep it for reference throughout your studies. If you have any questions, our Student Support team is always here to help.

Named in Honour of Ken Wyatt AM

Wyatt Education Group is named in honour of the Honourable Ken Wyatt AM — the first Aboriginal Australian to serve as a federal government minister. His values of equity, education, and opportunity for all Australians are at the heart of everything we do.

2. About Wyatt Education Group

Our Identity

Wyatt Education Group is a nationally registered training organisation (RTO) and CRICOS provider based in Bankstown, Western Sydney. We deliver industry-relevant vocational qualifications to domestic and international students, with a strong focus on small class sizes, expert trainers, and real-world outcomes.

Detail	Information
Organisation	Wyatt Education Group Pty Ltd
RTO Code	46003
CRICOS Provider Code	04130B
ABN	59 642 524 436
ACN	642 524 436
Regulator	Australian Skills Quality Authority (ASQA)
Standards	Standards for RTOs 2025 (Outcome Standards) ESOS Act 2000 National Code 2018
Address	Level 2, 47 Rickard Road, Bankstown NSW 2200
Phone	+61 437 666 000
Email	info@wyatt.nsw.edu.au
Website	wyatt.nsw.edu.au
Student Portal	app.axcelerate.com/auth/user/login.cfm
Campuses	Bankstown (admin & classes) Lidcombe (tiling workshop)

3. Our Courses

Wyatt Education Group offers the following nationally recognised qualifications. All courses are CRICOS-registered and open to both domestic and international (student visa) applicants.

Qualification	CRICOS Code	Duration	Delivery	Fee (AUD)
BSB50120 Diploma of Business	113157F	52 weeks	Blended — Bankstown	\$11,500
BSB60420 Advanced Diploma of Leadership and Management	113156G	64 weeks	Blended — Bankstown	\$14,800
CPC31320 Certificate III in Wall and Floor Tiling	119407M	52 weeks	Face-to-face — Bankstown & Lidcombe	\$10,000
CPC50320 Diploma of Building and Construction (Management)	120109M	52 weeks	Blended — Bankstown	\$15,500

Note on Fees: Fees listed are total course fees for international students as published on the CRICOS Register. Domestic student fees may differ. Additional material fees may apply for construction and tiling courses. Bursary options may be available — contact our team for details.

Skilled Migration Pathway Note: Our nationally recognised qualifications may support your skilled migration application. However, Wyatt Education Group **cannot guarantee** visa or migration outcomes. Migration outcomes depend on individual circumstances assessed by the Department of Home Affairs. Always seek independent advice from a registered migration agent (MARA). Find a MARA agent at: mara.gov.au

4. Pre-Enrolment Information

Before you enrol, Wyatt Education Group will provide you with all the information you need to make an informed decision about your studies. This is a requirement under OS 2.1 and OS 2.2 of the 2025 Outcome Standards and, for international students, under National Code Standards 2 and 3.

Information Provided Before Enrolment

The following information will be provided to all applicants prior to enrolment or before any fees are collected:

- Full details of the qualification — units, duration, delivery mode, and campus location
- All fees, charges, and payment schedule — including course fees, material fees, and any other charges
- LLN (Language, Literacy and Numeracy) and digital literacy requirements
- Withdrawal processes and cooling-off period
- Refund policy and conditions
- Complaints and appeals process
- USI (Unique Student Identifier) requirements
- Student support services available
- Expected learning outcomes and career pathways
- Any work placement or practical requirements
- Change notification obligations

For International Students — Additional Pre-Enrolment Information:

Visa obligations and student visa conditions (including Conditions 8202 and 8501) | Course progress and attendance requirements | Transfer restrictions during first six months | Refund conditions under the ESOS Act | Overseas Student Health Cover (OSHC) requirements | Tuition Protection Service (TPS) rights | Access to complaints and external appeals processes | TPS levy and what happens if a provider defaults

Suitability Assessment

Prior to enrolment, Wyatt Education Group will conduct a suitability assessment to ensure the course is appropriate for you. This includes reviewing your LLN proficiency, digital literacy, previous education and experience, and any other factors relevant to your chosen qualification (OS 2.2, NC Standard 2).

If the course is not suitable for you at this time, we will advise you honestly and, where possible, suggest alternative pathways.

4.3 Your Written Agreement (Student Agreement) — NC Standard 3

Before you commence your course, Wyatt Education Group will provide you with a **Written Agreement** (also called the Student Agreement or Offer Letter). This is a legally binding document under National Code Standard 3 and the ESOS Act 2000. You must read it carefully before signing.

Your Written Agreement must include the following information:

Element	What It Covers
Course Details	The name of the qualification, national course code, CRICOS course code, registered course duration, and campus location where delivery will occur.

5. Fees, Charges and Refunds

Payment of Fees

All fees are set out in your Letter of Offer and Student Agreement. Wyatt Education Group does not collect more than \$1,500 AUD in advance from any student before the student's training has commenced, and no more than the scheduled fee for each payment period thereafter, in accordance with the ESOS Act 2000.

Cooling-Off Period

5 Business Days Cooling-Off Period: You have the right to withdraw from your enrolment within **5 business days** of signing your Student Agreement and receive a full refund of any fees paid, provided training has not yet commenced.

Refund Schedule

The following refund schedule applies to all students. Full details are in WEG-POL-REF-001 — Refund Policy, available at wyatt.nsw.edu.au/refund-policy.

Circumstance	Refund Entitlement
Withdrawal within 5 business days of signing Student Agreement (before commencement)	100% refund of all fees paid
Visa refused by Department of Home Affairs (international students)	100% refund less \$250 AUD administration fee
Provider default — Wyatt is unable to deliver the course as agreed	100% refund of unused pre-paid tuition fees
Student withdrawal before course commencement (after cooling-off)	Pro-rata refund for unused study period less \$500 admin fee
Student withdrawal after course commencement	Pro-rata calculation based on weeks completed — refer to full Refund Policy
Expulsion or cancellation due to student misconduct	No refund of unused fees unless exceptional circumstances apply

How to apply for a refund: Submit your refund request in writing to info@wyatt.nsw.edu.au. We will process your request within 14 days and notify you in writing of the outcome. If you are dissatisfied, you may access our Complaints and Appeals process (see Section 14) or contact the Tuition Protection Service (TPS).

6. Your Rights as a Student

As an enrolled student at Wyatt Education Group, you have important rights protected under the 2025 ASQA Outcome Standards, the ESOS Act 2000, the National Code 2018, and Australian consumer law. These rights cannot be waived or contracted away.

Your Right	What This Means	Standard
Quality Training	Training that is engaging, well-structured, and enables you to attain the skills and knowledge of your qualification.	OS 1.1
Accurate Information	Clear, accurate, and current information about your course, fees, and any changes that may affect you — before and during enrolment.	OS 2.1
Suitability Assessment	An honest assessment of whether the course is right for you, before you commit.	OS 2.2
Access to Support Services	Access to academic assistance, welfare support, and other student services throughout your enrolment.	OS 2.3
Reasonable Adjustment	Reasonable adjustments to training and assessment to support students with disability or other access needs.	OS 2.4
Inclusive Environment	A safe, inclusive, and culturally respectful learning environment free from discrimination, harassment, and bullying.	OS 2.5
Wellbeing Support	Recognition of your wellbeing needs and strategies to support them.	OS 2.6
Complain and Appeal	The right to make a complaint or appeal any assessment decision without fear of reprisal. Access to an independent external appeal at no or minimal cost.	OS 2.7, 2.8
Recognition of Prior Learning	The right to apply for RPL and have your existing skills and experience assessed.	OS 1.6
Credit Transfer	The right to apply for credit transfer if you have completed equivalent training elsewhere.	OS 1.7
Tuition Protection (International)	International students have the right to tuition protection under the ESOS Act and TPS, and a refund in prescribed circumstances if the provider defaults.	ESOS Act 2000

7. Your Responsibilities as a Student

In exchange for the rights and support we provide, students are expected to meet the following responsibilities. Meeting these responsibilities will give you the best possible chance of completing your qualification successfully.

Attendance & Participation

Attend all scheduled classes and practical sessions. Notify your trainer or the student support team if you are unable to attend. International students must meet visa condition 8202 attendance requirements.

Punctuality

Arrive on time for all scheduled sessions. Persistent lateness may be recorded as an absence.

Assessment Completion

Submit all assessments by agreed due dates. If you need an extension, speak to your trainer before the deadline.

Respectful Conduct

Treat all staff, trainers, fellow students, and visitors with respect. Discrimination, harassment, or bullying of any kind is not tolerated.

Academic Integrity

Submit your own original work. Plagiarism, cheating, or misrepresentation of assessment evidence is a serious breach and will be actioned.

Honest Communication

Provide accurate information to Wyatt Education Group at all times, including during enrolment and throughout your course.

USI Compliance

Provide your Unique Student Identifier (USI) before your qualification can be issued. You can create one at usi.gov.au.

Notify of Changes

Notify us promptly of any changes to your contact details, circumstances, or visa status.

OSHC (International Students)

Maintain valid Overseas Student Health Cover (OSHC) for the duration of your student visa (Condition 8501).

Visa Conditions (International Students)

Comply with all student visa conditions at all times, including course progress requirements under Condition 8202.

Care of Facilities

Treat Wyatt facilities, equipment, and resources with care and respect. Report any damage or safety concerns immediately.

Fee Payment

Pay all fees by the due dates set out in your Student Agreement. Notify us promptly if you are experiencing financial hardship.

9. Academic Support

Student Portal

All enrolled students have access to the Wyatt Student Portal powered by Axcelerate LMS. Through the portal you can access learning resources, view your assessment results, check your attendance record, and communicate with your trainer.

Student Portal: app.axcelerate.com/auth/user/login.cfm

Resource Library: wyatt.nsw.edu.au/resource-library

Contact IT support via info@wyatt.nsw.edu.au if you experience access issues.

Assessment Extensions and Special Consideration

If you are unable to meet an assessment deadline due to serious illness, family emergency, or other extenuating circumstances, you may apply for an extension or special consideration. Applications must be made in writing to your trainer **before** the due date wherever possible, with supporting documentation where available.

Not Yet Competent (NYC) Results

If you receive a Not Yet Competent (NYC) result, your trainer will provide you with specific feedback and the opportunity to resubmit or re-attempt the assessment. You are entitled to at least one resubmission attempt at no additional cost. Your trainer will set a reasonable timeframe for resubmission consistent with your training plan.

LLN Support

If you require additional Language, Literacy and Numeracy (LLN) support, our team can refer you to free community LLN services available in the Bankstown area, and will make reasonable adjustments to support your participation in training and assessment.

11. Diversity, Inclusion, Anti-Vilification and Safety

Wyatt Education Group honours the spirit of the Honourable Ken Wyatt AM — a champion of equity, inclusion, and opportunity for all Australians. Our Bankstown campus reflects the rich multicultural tapestry of Western Sydney and we are proud of our diverse student community.

Zero Tolerance Statement: Wyatt Education Group has a zero-tolerance position on all forms of vilification, discrimination, harassment, and hate speech — including but not limited to anti-Semitism, Islamophobia, racism, and discrimination on the basis of religion, ethnicity, national origin, gender, disability, age, or sexual orientation. Any breach of this commitment will be actioned immediately and may result in suspension or cancellation of enrolment.

11.1 Anti-Semitism Policy

Definition of Anti-Semitism

Wyatt Education Group adopts the **International Holocaust Remembrance Alliance (IHRA) Working Definition of Antisemitism** as the guiding framework for identifying, understanding, and responding to anti-Semitism within our institution:

"Antisemitism is a certain perception of Jews, which may be expressed as hatred toward Jews. Rhetorical and physical manifestations of antisemitism are directed toward Jewish or non-Jewish individuals and/or their property, toward Jewish community institutions and religious facilities."

— International Holocaust Remembrance Alliance (IHRA) Working Definition of Antisemitism, 2016

Examples of Anti-Semitic Conduct

The following are examples of conduct that may constitute anti-Semitism, whether occurring in person, online, in written materials, or through any other medium:

- Calling for, aiding, or justifying the killing or harming of Jewish people
- Making mendacious, dehumanising, demonising, or stereotypical allegations about Jewish people or Jewish communities
- Accusing Jewish people collectively of being responsible for real or imagined wrongdoing
- Using symbols or images associated with classic anti-Semitism in ways that target Jewish people
- Accusing Jewish citizens of being more loyal to Israel, or to a supposed Jewish "agenda", than to their own country
- Denying the fact, scope, mechanisms, or intentionality of the Holocaust
- Using language or rhetoric that draws on anti-Semitic tropes, stereotypes, or conspiracy theories
- Holding Jewish people collectively responsible for actions of the State of Israel
- Subjecting Jewish students or staff to harassment, mockery, or exclusion based on their religion or identity
- Displaying or distributing anti-Semitic material including graffiti, imagery, or written content

Important Distinction — Criticism vs. Hate: Criticism of the policies or actions of the Israeli government or any other government, expressed in the same way as criticism of any other government, is not in itself anti-Semitic. However, criticism that applies double standards, uses anti-Semitic tropes, or targets Jewish people collectively crosses the line and will be treated as anti-Semitism under this policy.

Our Commitments to Jewish Students and Staff

- Jewish students and staff have the right to study and work in a safe, respectful environment free from anti-Semitic conduct
- Jewish cultural and religious observance — including Shabbat, High Holy Days, dietary requirements, and religious dress — will be respected and accommodated where possible
- Anti-Semitic incidents will be investigated promptly, thoroughly, and impartially
- Victims of anti-Semitism will be supported throughout the complaints process and will not face any adverse treatment for raising a concern
- Staff will be trained to recognise and respond appropriately to anti-Semitic conduct
- Our library and learning resources will not contain material that promotes, glorifies, or normalises anti-Semitism

11.2 Anti-Vilification Policy

Legal Framework

Wyatt Education Group operates within a comprehensive framework of anti-discrimination and anti-vilification legislation. Our anti-vilification commitments are grounded in the following laws:

Legislation	Jurisdiction	What It Covers
Anti-Discrimination Act 1977 (NSW)	NSW	Racial, religious, homosexual and transgender vilification — sections 20C, 49ZT, 49ZXB
Racial Discrimination Act 1975 (Cth)	Federal	Racial hatred and acts done because of race, colour, national or ethnic origin — section 18C
Racial Hatred Act 1995 (Cth)	Federal	Offensive, insulting, humiliating or intimidating conduct on the basis of race
Sex Discrimination Act 1984 (Cth)	Federal	Sexual harassment and discrimination on the basis of sex, pregnancy, or family responsibilities
Disability Discrimination Act 1992 (Cth)	Federal	Discrimination and vilification on the basis of disability
Age Discrimination Act 2004 (Cth)	Federal	Discrimination on the basis of age
Australian Human Rights Commission Act 1986 (Cth)	Federal	Framework for human rights complaints and conciliation

What Is Vilification?

Vilification is conduct that incites hatred, serious contempt, or severe ridicule of a person or group on the basis of a protected characteristic. It goes beyond individual disagreement or rudeness — it is conduct that promotes hostility or ill-will toward a person or group because of who they are.

Protected Characteristics at Wyatt Education Group

Wyatt Education Group prohibits vilification, harassment, and discrimination on the basis of any of the following characteristics:

- Race, ethnicity, colour, and national origin
- Pregnancy and maternity

Confidentiality: All reports will be treated with the utmost confidentiality. The identity of complainants will not be disclosed without their consent, except where required by law or where necessary to conduct a thorough investigation. Students who report incidents in good faith will be protected from any retaliation.

Investigation Process

All reports of anti-Semitism or vilification will be investigated promptly and impartially in accordance with the Wyatt Complaints and Appeals Policy (WEG-POL-CAP-001). The following principles apply:

- Reports will be acknowledged within 2 business days
- An impartial investigator will be appointed — not someone with a conflict of interest
- Both the complainant and the respondent will have the opportunity to present their account
- The investigation will be conducted with sensitivity to the experience of the complainant
- Interim measures to protect the safety and wellbeing of the complainant may be put in place during the investigation
- A written outcome will be provided to both parties within 20 working days

Consequences

Students or staff found to have engaged in anti-Semitic conduct or vilification may face the following consequences depending on the severity and nature of the conduct:

Severity	Examples	Possible Consequence
Minor	Inappropriate comment, insensitive joke, unintentional use of offensive language	Formal written warning, mandatory education/training, apology required
Moderate	Repeated offensive conduct, sharing of vilifying material, targeted harassment	Final written warning, suspension of enrolment, community service
Severe	Physical threats, incitement to hatred, sustained campaign of harassment, serious anti-Semitic conduct	Immediate suspension and investigation, cancellation of enrolment, referral to police

External Reporting and Support

Body	Contact	Role
NSW Anti-Discrimination Board	antidiscrimination.nsw.gov.au 1800 670 812	Complaints under the Anti-Discrimination Act 1977 (NSW)
Australian Human Rights Commission	humanrights.gov.au 1300 369 711	Federal complaints including racial hatred (s.18C RDA)
NSW Police	131 444 (non-emergency) 000 (emergency)	Criminal matters including threats, intimidation, or physical harm
Executive Council of Australian Jewry (ECAJ)	ecaj.org.au	Reporting anti-Semitic incidents — national incident reporting system
Online Safety (eSafety Commissioner)	esafety.gov.au	Online vilification and harmful content reports

12. Attendance and Course Progress Monitoring

Wyatt Education Group monitors student attendance and academic progress for all enrolled students. For international students, this monitoring is a legal obligation under the ESOS Act 2000 and National Code Standard 8. We use a proactive, supportive approach — intervening early and giving students every opportunity to get back on track before any formal action is taken.

12.1 Definition of Satisfactory Course Progress

Satisfactory course progress means that you are completing the required units of competency within the expected timeframes set out in your Training Plan and the course schedule. Specifically, satisfactory progress means:

Measure	What Is Required	Monitoring Period
Unit Completion Rate	You must attempt and satisfactorily complete at least 50% of the units scheduled for each study period (typically each term or semester).	Each study period
Assessment Submission	You must submit all assessments by the scheduled due date, or within any approved extension period. Persistent non-submission constitutes unsatisfactory progress.	Ongoing
Competency Outcomes	You must achieve a Competent result in all units required for your qualification within the registered course duration. Repeated Not Yet Competent (NYC) results that prevent progression are an indicator of unsatisfactory progress.	Across full course duration
Engagement	You must actively participate in scheduled training activities. Non-engagement (not submitting work, not attending, not responding to trainer contact) will be treated as a progress concern.	Ongoing

For International Students — Visa Condition 8202: The Department of Home Affairs requires you to maintain satisfactory course progress at all times. Wyatt Education Group assesses your progress at the end of each study period. If you are not making satisfactory progress, Wyatt is required by law to follow the intervention and reporting process described below before any report is made to the Department of Home Affairs.

12.2 Attendance Requirements

For All Students

- Attendance is recorded for all scheduled training sessions
- If you are absent, notify your trainer or the Student Support Officer before the session where possible, or as soon as possible afterwards
- Absences must be explained — unexplained absences will be followed up by the student support team
- Access your attendance record at any time through the Student Portal at app.accelerate.com/auth/user/login.cfm

For International Students — Attendance and Condition 8202:

Wyatt Education Group monitors attendance and will flag students who fall below expected attendance levels as part of the course progress assessment process. Attendance concerns are treated as course progress concerns and will trigger the intervention process below.

12.3 Formal At-Risk Warning Stages and Intervention Process

If Wyatt Education Group identifies that you are not meeting course progress or attendance requirements, we will follow a staged intervention process. At every stage, you have the right to receive support, respond to concerns, and — for international students — appeal before any report is made to the Department of Home Affairs.

Stage	What Happens	Your Rights	Timeframe
Stage 1 Early Concern Identification	Wyatt identifies you as at risk of not meeting progress requirements. A trainer or student support officer contacts you informally to discuss concerns and offer assistance.	You may explain your circumstances and request support services, LLN assistance, or other adjustments.	Ongoing — as soon as a concern is identified
Stage 2 Formal At-Risk Notification	If concerns continue, Wyatt issues a written At-Risk Notification. This document: (1) states the specific progress or attendance concern; (2) sets out the required improvement; (3) establishes an intervention strategy; and (4) sets a review date.	You must be given the opportunity to respond to the At-Risk Notification in writing or in person before the intervention strategy is finalised.	Within 5 business days of concern being confirmed
Stage 3 Intervention Strategy Active	You and Wyatt implement the agreed intervention strategy. This may include additional tutoring, revised assessment schedule, modified attendance requirements, or referral to support services. Progress is actively monitored.	You may request a review of the intervention strategy at any time if your circumstances change.	Duration set in the intervention strategy (typically 4–8 weeks)
Stage 4 Formal Warning — Breach of Progress Requirements	If you have not met the requirements of the intervention strategy, Wyatt issues a Formal Warning Letter. This notifies you that you are in breach of course progress requirements and that, if not rectified, Wyatt will be required to report the breach.	You have the right to access Wyatt's Complaints and Appeals process before any report is made (see Stage 5). You will be told this explicitly in the Formal Warning Letter.	Formal Warning issued at end of intervention period
Stage 5 Complaints and Appeals (MANDATORY before reporting)	Before Wyatt makes any report to the Department of Home Affairs, you must be given a genuine opportunity to access the complaints and appeals process (Section 14). Wyatt will NOT report until: (a) your appeal is resolved, OR (b) you have confirmed in writing that you do not wish to appeal, OR (c) the appeal timeframe has passed without a response.	This is your statutory right under National Code Standard 8.4 and Standard 10. Wyatt cannot bypass this stage.	You have at least 10 business days to lodge an appeal from receipt of Formal Warning

Key PRISMS Reporting Timeframes:

- Address change: within **7 days** of change (your obligation to notify Wyatt)
- Non-commencement: within **31 days** of CoE start date
- Progress/attendance breach: within **5 business days** of the appeals process concluding
- Termination: within **31 days** of enrolment ending

PRISMS does not affect domestic students. These reporting obligations apply only to international students enrolled under a CRICOS course code.

Important: Wyatt Education Group staff cannot provide immigration or visa advice. If you receive any notification about a PRISMS report, seek independent advice immediately from a registered migration agent (MARA). Find one at mara.gov.au.

13. Assessment, RPL and Credit Transfer

Assessment at Wyatt Education Group

Assessment at Wyatt Education Group is designed to be fair, valid, reliable, and flexible. We apply the Principles of Assessment (fairness, flexibility, validity, reliability) and the Rules of Evidence (validity, sufficiency, authenticity, currency) to all assessments (OS 1.3, 1.4).

Assessment methods vary by qualification and unit but may include: written knowledge assessments, practical skill demonstrations, projects, case studies, workplace observations, and portfolios of evidence.

Reasonable Adjustment in Assessment

Students with disability, chronic illness, or other access needs may request reasonable adjustment to assessment conditions. Requests should be made to the student support team. Reasonable adjustment does not lower the standard of the competency — it adjusts the method of assessment to give all students a fair opportunity to demonstrate competency (OS 2.4).

Recognition of Prior Learning (RPL)

If you have existing skills, knowledge, and experience that match the requirements of units in your qualification, you have the right to apply for RPL. RPL maps what you already know against the national standard — you only fill the gaps that actually exist (OS 1.6).

To apply for RPL: Contact us at rpl@wyatt.nsw.edu.au or visit wyatt.nsw.edu.au/rpl. Our RPL team will guide you through the evidence requirements and assessment process. Gap training is included where needed.

Important for International Students: RPL may not satisfy the Australian Study Requirement for skilled migration purposes. International students must hold a valid CoE for any RPL assessment. Seek advice from a registered MARA agent regarding migration implications.

Credit Transfer

If you have previously completed a unit that is equivalent to a unit in your current qualification, you may be entitled to a credit transfer. Credit transfer is granted automatically where equivalence is confirmed, at no additional cost to the student (OS 1.7).

To apply, provide your transcript or certificate of completion to the student administration team. We will assess equivalence against training.gov.au and advise you of the outcome.

14. Complaints and Appeals

Wyatt Education Group is committed to a fair, transparent, and free complaints and appeals process. You have the right to make a complaint or appeal any decision that adversely affects you — including assessment decisions, attendance reports, and enrolment decisions — without fear of reprisal or negative consequences (OS 2.7, 2.8, NC Standard 10).

Types of Complaints and Appeals

- Assessment outcomes (Not Yet Competent decisions)
- Trainer or staff conduct
- Quality of training or assessment
- Course progress or attendance decisions
- Refund decisions
- Enrolment decisions including deferment, suspension, or cancellation
- Any other matter affecting your rights as a student

Complaints and Appeals Process

Step	Action	Timeframe
Step 1	Informal Resolution: Speak directly with the person involved or contact the Student Support Officer. Most issues can be resolved quickly at this stage.	Immediately
Step 2	Formal Complaint: Submit a written complaint to abhay@wyatt.nsw.edu.au or in person to the RTO Manager. Include details of the issue and the outcome you are seeking.	Within 5 business days of the issue
Step 3	Investigation: Wyatt will acknowledge your complaint within 5 business days and investigate the matter. You will be kept informed of progress.	Acknowledged within 5 business days
Step 4	Decision: A written decision will be provided to you. If your complaint is upheld, we will take corrective action. If not upheld, the reasons will be explained.	Within 20 working days of receipt
Step 5	Internal Appeal: If you are dissatisfied with the outcome, you may appeal to the Director of Operations within 10 business days of receiving the decision.	Within 10 business days of decision
Step 6	External Appeal: If you remain dissatisfied after the internal appeal, you may access an independent external review at no or minimal cost (see below).	At any time after Step 5

External Appeal Options (No or Minimal Cost to Student):

- **ASQA:** asqa.gov.au | 1300 644 844 — for concerns about the quality of training and assessment or RTO compliance
- **NCAT (NSW Civil and Administrative Tribunal):** ncat.nsw.gov.au — for disputes involving consumer rights and contract matters
- **Commonwealth Ombudsman (International Students):** ombudsman.gov.au | 1300 362 072 — Overseas Students Ombudsman for complaints about CRICOS providers

How to Submit a Complaint: Email: abhay@wyatt.nsw.edu.au | Phone: +61 437 666 000 | In person: Level 2, 47 Rickard Rd, Bankstown NSW 2200 | Online: wyatt.nsw.edu.au/complaints-and-appeals

Note (January 2026 amendment): Education agents are no longer permitted to receive commissions for arranging onshore student transfers. If you are approached by an agent offering to arrange a transfer for a fee paid to the agent, report this to Wyatt or to ASQA.

16. Education Agents

An education agent is a person or organisation that Wyatt Education Group may authorise to recruit students or provide information about our courses on our behalf. Not all students use an education agent — many apply directly. This section explains what education agents are, what their role is, what Wyatt's obligations are, and what your rights are as a student if an agent was involved in your enrolment.

16.1 What Education Agents Do

Education agents act as intermediaries between Wyatt Education Group and prospective students. They may assist with course information, application processes, and pre-arrival support. Using an education agent is optional — you can always apply directly to Wyatt at wyatt.nsw.edu.au/apply-now at no additional cost.

What Agents Can Do	What Agents Cannot Do
Provide accurate information about Wyatt's courses, fees, entry requirements, and campus	Make false or misleading claims about any course, outcome, or qualification
Assist you with your application and enrolment documentation	Guarantee visa outcomes, migration results, or employment
Provide pre-arrival information about life in Australia, banking, accommodation, and transport	Charge you for standard recruitment or application services — these are paid by the provider, not the student
Refer you to Wyatt's student support team for further assistance	Accept payment from you in exchange for arranging an onshore transfer to another provider (banned under January 2026 ESOS amendment)
Assist you in understanding pre-enrolment documents including the Written Agreement	Sign documents on your behalf or commit you to agreements without your knowledge or consent

16.2 Wyatt's Obligations Regarding Education Agents

Wyatt Education Group's obligations regarding education agents are set out in ESOS Act 2000 section 21A and National Code Standard 4. These obligations exist to protect you as a student.

- **Written agreements required:** Wyatt must have a written agreement with every education agent acting on its behalf. Agents without a current signed agreement are not authorised to represent Wyatt.
- **Honest conduct requirement:** Wyatt must take reasonable steps to ensure that all education agents acting on its behalf do so honestly and in the best interests of students.
- **Misconduct response:** If Wyatt becomes aware that an education agent has engaged in dishonest or deceptive conduct, Wyatt must not continue using that agent and must take appropriate action.
- **Commission transparency:** Under the 2025 ESOS amendments, Wyatt must provide information about agent commissions if requested by the Department of Education.
- **Responsibility remains with Wyatt:** Even if an agent provided you with incorrect information, Wyatt remains responsible for ensuring all pre-enrolment information is accurate and complete. Your rights as a student are not reduced because an agent was involved.
- **Onshore transfer commissions banned (January 2026):** Education agents are prohibited from receiving commissions for arranging onshore student transfers between providers. If an agent approaches you about a

transfer and asks for payment, this is a breach — report it immediately.

16.3 Your Rights If an Agent Was Involved in Your Enrolment

Your rights are the same regardless of whether you used an agent:

- You have the right to the same accurate pre-enrolment information as any direct applicant
- If an agent gave you false or misleading information about your course, fees, or outcomes, you may have grounds for a complaint — contact Wyatt immediately
- You are NOT required to pay an agent for standard application and enrolment services
- Wyatt's obligations to you as a student are not reduced or changed by agent involvement
- If you signed documents that you did not understand because of agent conduct, raise this with Wyatt immediately — you may be able to access our complaints and appeals process

How to Report Education Agent Misconduct

If you believe an education agent has acted dishonestly, made false claims, charged you for services that should be free, or otherwise acted against your interests, report it to:

Contact	How	What They Can Do
Wyatt Education Group	abhay@wyatt.nsw.edu.au +61 437 666 000	Investigate the agent's conduct, take action under the agency agreement, and provide you with support
ASQA	asqa.gov.au 1300 644 844	Investigate breaches of National Code Standard 4 and ESOS Act s.21A
Department of Education	education.gov.au/esos-framework	Oversight of ESOS Act compliance including agent commission requirements
Australian Competition and Consumer Commission (ACCC)	acc.gov.au 1300 302 502	Misleading conduct under Australian Consumer Law

Important — Migration Advice: Education agents are NOT registered migration agents and cannot provide immigration or visa advice. If you need advice about your student visa, visa conditions, or migration pathway, always consult a registered MARA migration agent. Find one at mara.gov.au. Wyatt staff also cannot provide migration advice.

17. Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) is an Australian Government initiative that protects international students if their education provider is unable to deliver their course. The TPS is established under the ESOS Act 2000 (Part 5) and is funded by an annual levy paid by all CRICOS providers. This section explains the two types of default, your rights under each, and exactly what the TPS placement process involves.

16.1 Provider Default vs Student Default — Understanding the Difference

The ESOS Act 2000 distinguishes between two very different types of default. Your rights and refund entitlements are completely different depending on which type applies. It is critical that you understand both.

	Provider Default (ESOS Act s.46A)	Student Default (ESOS Act s.47A)
What it means	Wyatt Education Group fails to deliver your course — either by closing down, losing CRICOS registration, or being prevented by a government sanction from continuing delivery.	You fail to meet your obligations as a student — including: visa refused, breach of visa conditions, failing to commence your course on the CoE start date, or withdrawing from the course.
Who is responsible	The provider (Wyatt Education Group) is at fault. The failure is not caused by the student.	The student is in default of their obligations. The provider has met or was prepared to meet its delivery obligations.
Your refund entitlement	You are entitled to: (1) alternative placement in an equivalent course at another CRICOS provider at no cost to you, OR (2) a full refund of unused pre-paid tuition fees — whichever you prefer, subject to placement availability.	Your refund entitlement is determined by the refund schedule in your Written Agreement (Student Agreement). This may be a partial refund or, in some cases, no refund — depending on the circumstances and timing.
Role of the TPS	The TPS actively assists you — the TPS Director will contact you, help arrange an alternative placement, and can draw on the Overseas Student Tuition Fund (OSTF) if the provider cannot pay the refund.	The TPS does not cover student defaults. Your dispute is with Wyatt directly, under the terms of your Written Agreement. You may access our complaints and appeals process (Section 14) if you dispute the refund decision.
Timeframe for action	Wyatt must arrange alternative placement or refund within 14 days of the default event. The TPS Director must be notified within 3 business days of the default.	Wyatt must process your refund within 4 weeks of the date of your default, in accordance with your Written Agreement.
Legal source	ESOS Act 2000 s.46A (definition of provider default); s.46D (provider obligations on default); s.49 (TPS placement function)	ESOS Act 2000 s.47A (definition of student default); ss.47B–47E (written agreement requirements for student default)

■■ **KEY DISTINCTION:** If Wyatt closes or loses its CRICOS registration, that is a PROVIDER DEFAULT — you are entitled to a full alternative placement or full refund of unused fees at no cost to you. If YOU withdraw from your course voluntarily, that is a STUDENT DEFAULT — your refund entitlements are governed by the Refund Policy (WEG-POL-REF-001), not the TPS. These are two entirely different situations with different outcomes.

16.2 TPS Placement Process — Step by Step

If a provider default occurs, the following process will happen. You do not need to initiate this — the TPS Director will contact you directly. However, knowing the process helps you understand your rights and what to expect at each step.

Step	What Happens	Who Acts	Timeframe
Step 1 Provider Default Declared	Wyatt Education Group notifies the Department of Education and the TPS Director that a provider default has occurred. Wyatt must notify via PRISMS within 3 business days of the default.	Wyatt Education Group	Within 3 business days of default
Step 2 Student Notification	Wyatt notifies all affected students in writing of the default. You will be told: (1) that a default has occurred; (2) your rights; (3) that the TPS will contact you; and (4) the process for arranging alternative placement or refund.	Wyatt Education Group and TPS Director	As soon as practicable after notification to TPS
Step 3 TPS Director Contacts You	The TPS Director will contact you directly to explain your options and assist you in finding an equivalent course at another CRICOS provider. You will be given a list of available providers offering equivalent courses.	TPS Director (tps.gov.au)	Within the 14-day provider obligation period
Step 4 You Choose: Placement or Refund	You have two options: (A) Accept an alternative placement at another CRICOS provider delivering an equivalent course. Your unused pre-paid tuition fees are transferred to the new provider at no additional cost. OR (B) Request a full refund of your unused pre-paid tuition fees if no suitable placement is available or you choose not to continue studying.	You (the student)	Within the timeframe set by the TPS Director
Step 5A Placement Confirmed	If you accept an alternative placement, Wyatt (or the TPS) arranges the transfer of your pre-paid fees to the new provider. Your new provider issues a new CoE. You should seek visa advice about any CoE changes.	Wyatt / TPS / New provider	Within 14 days of default
Step 5B Refund Processed	If no suitable placement is available or you choose a refund, Wyatt must refund your unused pre-paid tuition fees. If Wyatt cannot pay (e.g. insolvency), the TPS Director may draw on the Overseas Student Tuition Fund (OSTF) to pay the refund.	Wyatt / TPS (OSTF if needed)	Within 14 days of default
Step 6 Visa Advice	The TPS does NOT provide visa advice. Once a provider default is declared, you should contact the Department of Home Affairs (homeaffairs.gov.au) and seek advice from a registered MARA migration agent about your visa status and options.	You (with MARA agent)	As soon as possible

What the TPS Levy Means

Wyatt Education Group pays an annual TPS levy to the Australian Government. This levy funds the Overseas Student Tuition Fund (OSTF), which is the fund of last resort used to pay student refunds if a provider defaults and cannot meet its refund obligations. The levy is calculated based on Wyatt's total pre-paid tuition fees and risk profile. You do not pay the TPS levy — it is paid by the provider.

TPS Contacts:

- TPS Website: tps.gov.au
- TPS Phone: **1300 338 338**
- Wyatt TPS Policy: wyatt.nsw.edu.au/tuition-protection-service (WEG-POL-TPS-001)
- Department of Home Affairs (visa questions): homeaffairs.gov.au
- Find a MARA migration agent: mara.gov.au

18. Deferment, Suspension and Cancellation

This section explains your rights and Wyatt's obligations in relation to deferment (postponing your start date), suspension (temporary leave during your course), and cancellation of enrolment. National Code Standard 9 governs these processes.

17.1 Definition of Compassionate or Compelling Circumstances

Deferment and suspension are only available in cases of **compassionate or compelling circumstances** — a term defined under the National Code 2018. These are circumstances that are beyond your control and which are having a significant impact on your ability to commence or continue your studies.

The Department of Education's guidance defines compassionate or compelling circumstances as generally including:

- **Serious illness or injury** — where a medical certificate confirms you are unable to attend classes or complete assessments
- **Bereavement** — death of a close family member (parent, sibling, spouse, child)
- **Major political upheaval or natural disaster** in your home country that prevents you from travelling to Australia or continuing your studies
- **Traumatic experience** such as witnessing or being involved in an accident or crime that has impacted your wellbeing
- **Failure by Wyatt to deliver course requirements** — where Wyatt has not started the course or has materially failed to meet the agreed terms
- **Severe financial hardship** caused by circumstances beyond your control (e.g. loss of employment due to serious illness, not expected financial hardship from ordinary study costs)

What does NOT usually qualify: Voluntary decisions to change plans, general financial pressure from ordinary study costs, homesickness, or difficulties adjusting to study that can be addressed through student support services.

Applications for deferment or suspension on grounds of compassionate or compelling circumstances must be supported by documentary evidence (e.g. medical certificates, statutory declarations, death certificates, news reports of natural disasters). Wyatt will assess each application on its individual merits.

17.2 Deferment (Postponing Your Start Date)

You may apply to defer your course start date before commencement if you are experiencing compassionate or compelling circumstances. Deferment initiated by the student is only available before the course commences.

- Submit your deferment application in writing to the Student Support Officer with supporting documentary evidence
- Wyatt will assess your application and respond within 10 business days
- If approved, a new CoE will be issued with an updated start date — this may affect your visa
- Seek advice from a registered MARA migration agent before agreeing to any start date change
- If your deferment application is refused, you may access the complaints and appeals process (Section 14)

Wyatt may also initiate deferment in limited circumstances — for example, if a course intake is delayed. If Wyatt initiates a deferment, it is a provider obligation to communicate this clearly and promptly, and to update your CoE accordingly.

17.3 Suspension (Temporary Leave During Your Course)

A suspension is a temporary break from your enrolment during an active course. Suspensions affect your CoE and may affect your visa conditions.

Type	Who Initiates	When Available	Effect on Visa
Student-Initiated Suspension	You (the student)	Only available on grounds of compassionate or compelling circumstances (defined in 17.1 above). Not available for voluntary lifestyle reasons.	Your CoE will be shortened or suspended. May affect visa duration. Seek MARA advice before applying.
Provider-Initiated Suspension	Wyatt Education Group	Where Wyatt initiates a suspension for disciplinary reasons or other provider-side reasons. You must be notified and given appeal rights before the suspension takes effect.	Same CoE and visa implications. You have the right to appeal before suspension is actioned (see 17.5 below).

17.4 Cancellation of Enrolment

Your enrolment may be cancelled in the following circumstances:

Reason	Who Initiates	Appeal Right Before Action?
Voluntary withdrawal by the student	You	N/A — your choice
Non-payment of fees	Wyatt	YES — you must be notified and given a reasonable opportunity to pay before cancellation
Failure to maintain satisfactory course progress (after full intervention process)	Wyatt	YES — mandatory under NC Standard 8.4 and 9.4
Serious misconduct or breach of student conduct obligations	Wyatt	YES — you must be given written notice and access to the appeals process
Student visa cancelled or expired	Wyatt (following DHA action)	Contact DHA and MARA agent — visa decision is by DHA, not Wyatt
Provider default (Wyatt cannot deliver)	Wyatt	TPS process applies — see Section 16

17.5 Your Right to Appeal BEFORE Any Action Is Taken

■■ **CRITICAL RIGHT** — National Code Standard 9.4: Before Wyatt Education Group cancels your enrolment or suspends your studies for any reason other than your own voluntary request, you **MUST** be given the opportunity to access the complaints and appeals process. Wyatt will **NOT** report the cancellation or suspension to PRISMS until the appeals process is complete or you have chosen not to appeal.

19. Privacy and Personal Information

Wyatt Education Group is committed to protecting your personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Our Privacy Policy (WEG-POL-PRV-001) sets out how we collect, use, store, and disclose your personal information and is available at wyatt.nsw.edu.au/privacy-policy.

How We Use Your Information

- To manage your enrolment and training, including reporting to AVETMISS
- To issue your USI and submit data to the National Centre for Vocational Education Research (NCVER)
- For international students: to manage your Confirmation of Enrolment (CoE) via PRISMS and report to the Department of Home Affairs as required by law
- To provide student support services
- To contact you about your enrolment, course, and support services
- To comply with our legal obligations under the ESOS Act, National Code, and VET Quality Framework

Your personal information will not be shared with third parties other than as required by law or with your consent. To access or correct your personal information, contact us at info@wyatt.nsw.edu.au.

Organisation	Contact	Purpose
Private Health (OSHC info)	privatehealth.gov.au	OSHC information for international students

21. Related Policies and Documents

The following policies govern student rights, services, and protections at Wyatt Education Group. All documents are available for download from the Student Resources page at wyatt.nsw.edu.au/student-resources or the Student Library.

Policy Name	Code	Standard(s)	Where to Find It
Student Support Policy	WEG-POL-SSP-001	OS 2.3–2.6 NC Std 6	wyatt.nsw.edu.au/student-support
Complaints and Appeals Policy	WEG-POL-CAP-001	OS 2.7, 2.8 NC Std 10	wyatt.nsw.edu.au/complaints-and-appeals
Refund Policy	WEG-POL-REF-001	ESOS Act NC Std 3	wyatt.nsw.edu.au/refund-policy
Tuition Protection Service (TPS) Policy	WEG-POL-TPS-001	ESOS Act s.46A	wyatt.nsw.edu.au/tuition-protection-service
RPL Policy	WEG-POL-RPL-001	OS 1.6	wyatt.nsw.edu.au/rpl
Assessment Policy	WEG-POL-ASS-001	OS 1.3, 1.4, 2.4	docs.wyatt.nsw.edu.au/WEG-POL-ASS-001.pdf
Privacy Policy	WEG-POL-PRV-001	Privacy Act 1988	wyatt.nsw.edu.au/privacy-policy
Critical Incident Policy	WEG-POL-CRI-001	OS 4.3 NC Std 6	Available via Student Support Officer
Transfer Between Providers Policy	WEG-POL-TRF-001	NC Std 7	Contact student support team
Deferment, Suspension and Cancellation Policy	WEG-POL-DSC-001	NC Std 9	Contact student support team

Acknowledgement of Country

Wyatt Education Group acknowledges the Traditional Owners and Custodians of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past, present and emerging.

This handbook is reviewed annually. Current version: WEG-HBK-STU-001 | Version 2026.v04 | Initial Release: 1 July 2025 | Last Updated: April 2026. For the most current version, visit wyatt.nsw.edu.au/student-resources.