

PAX
INSTITUTE OF EDUCATION
CRICOS: 03152D - RTO: 22207



STUDENT HANDBOOK

Pax Institute of Education Pty Ltd t/a PAX Institute of Education

Level 4, 16/190 Queen Street, Melbourne VIC 3000
Tel: +61 3 9041 3466 | info@pax.edu.au | www.pax.edu.au

How to Use This Handbook

Your guide to studying at PAX Institute

This handbook has been prepared specifically for international students enrolled at PAX Institute. It contains everything you need to know about your rights, your responsibilities, the support available to you, and how to get the most from your time studying with us.

► New to PAX Institute of Education?

Start with Section 2 (Application Process) and Section 3 (Academic Information). Read the First Week Checklist before you arrive.

► Already enrolled?

The Quick Reference Card below has our key contacts and emergency numbers. Section 3 covers your academic rights and obligations.

► Need support?

Section 3 (Student Support) and Section 5 (Living in Melbourne) have resources for wellbeing, housing, transport and legal help.

► Have a complaint?

Section 3 (Complaints and Appeals) outlines your rights to a fair process, external bodies, and how to access the Overseas Students Ombudsman.



This handbook is a living document. The most current version is always available on our website at www.pax.edu.au. When policies or fees change, enrolled students are notified as soon as practicable. If you need this handbook explained in another language, please contact your Student Support Officer.

Quick Reference Card

Keep this page handy — key contacts at a glance

⚠ EMERGENCIES — CALL 000 (Police, Fire, Ambulance) | Mobile: 112

PAX Institute of Education Contacts

- ◆ **Main Office**
Level 4, 16/190 Queen Street, Melbourne VIC 3000
Mon–Fri 9:00 am – 5:00 pm
- ◆ **Phone:** +61 3 9041 3466
- ◆ **Email:** info@pax.edu.au
- ◆ **Website:** www.pax.edu.au

Crisis and Support Services

- ◆ **Lifeline (24/7):** 13 11 14
- ◆ **Beyond Blue:** 1300 22 4636
- ◆ **DHA (Visa):** 131 881
- ◆ **Police (non-emergency):** 131 444
- ◆ **Victoria Legal Aid:** 1300 792 387
- ◆ **Fair Work:** 13 13 94

★ Key Student Obligations at a Glance ★

- | | |
|--|--|
| <ul style="list-style-type: none"> ☐ Notify PAX Institute of address changes ☐ within 7 days ☐ Maintain 70% attendance per term (VET) ☐ Meet 50% minimum course progress ☐ Keep OSHC valid for entire stay | <ul style="list-style-type: none"> ☐ Max 48 hrs/fortnight work when in session ☐ Supply USI before certificate issued ☐ Attend orientation (compulsory) ☐ Submit authentic assessments ☐ Keep a copy of your Written Agreement |
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Welcome Message from the CEO

Dear Student,

Thank you for choosing PAX Institute of Education as your education and training destination in Melbourne, Australia.

This handbook provides useful information about student life in Melbourne and your course at PAX Institute of Education to help you make informed decisions about your qualification and career choices. You will be studying at our campus in the heart of Melbourne CBD, with all the bustling activities, restaurants, shops, the State Library, train stations, and entertainment venues within walking distance.

PAX Institute of Education is one of the leading vocational education providers in Melbourne, offering quality and excellence in training. We believe that education is essential for empowerment and growth, and we provide a learning environment that fosters quality education and training with strong support services. Our experienced teaching staff are committed to understanding your individual learning styles, competencies, and career goals.

In Australia, the Vocational Education and Training (VET) structure is guided by the Australian Qualifications Framework (AQF), offering nationally recognised qualifications in a wide range of industry sectors. Students acquiring nationally recognised qualifications can obtain credits for all successfully completed competencies between different educational institutes and courses, creating flexible education and career pathways.

At PAX Institute of Education, students have access to all levels of management to express their concerns, views, and suggestions. We strongly believe in continuously improving our services in both academic and administrative areas to add value to your experience at PAX.

Although all efforts are made to ensure details in this handbook are correct at the time of release, we cannot guarantee that they will remain as described during the year. Please take the time to study this handbook carefully and ask your Trainer/Assessor or Student Support staff anything about which you are unsure. The most current version is always available on our website at www.pax.edu.au.

On behalf of the entire PAX team, I extend a warm welcome — we are genuinely excited to be a part of your journey.

Sincerely,

Timple Jain

Chief Executive Officer / Principal Executive Officer

PAX Institute of Education

Section 1 – About PAX Institute of Education

About Us

PAX Institute of Education (Pax Institute of Education Pty Ltd t/a PAX Institute of Education) is a privately owned, Australian registered Vocational Education and Training (VET) provider with RTO No. 22207 and CRICOS Provider Code 03152D. PAX Institute of Education has grown to become a reputable provider in the VET sector, delivering high-quality, nationally recognised qualifications to students from diverse cultural backgrounds across Australia and from around the world.

Our main campus is located in the heart of Melbourne's CBD at 16/190 Queen Street, a short walk from Melbourne Central train station, the State Library, QV shopping centre, and many more attractions. PAX Institute also operates a professional commercial training kitchen at 54-56 La Trobe Street, Melbourne, and an automotive workshop at 363 Mount Alexander Road, Ascot Vale — providing students with industry-standard practical training environments.

At PAX Institute of Education we deliver nationally recognised courses in the following areas:

- Hospitality and Commercial Cookery
- Automotive (Light Vehicle and Motorcycle Mechanical Technology)
- Business and Leadership
- Community Services and Individual Support

Please refer to our website at www.pax.edu.au and the National Register at www.training.gov.au/Organisation/Details/22207 for the current list of courses and qualification details.

PAX Institute of Education is a forward-thinking education provider that aims for far-reaching, progressive change and impact through learning. Our courses are tailored to upskill our students, provide them with transferable skills, make them job-ready, and equip them to meet the demands of changing economies.

Our Vision

To remain one of Australia's leading, trusted, and respected educational institutions in the development and delivery of learner-focused, high-quality vocational training programs that lead to successful career outcomes for students.

Our Mission

We are committed to the pursuit of knowledge and to helping people and organisations leverage the power of international education to prosper in today's interconnected world. We are committed to empowering our graduates to contribute to the betterment of communities.

Our Values

Integrity — We demonstrate a high level of integrity and personal accountability to deliver agreed outcomes.

Innovation — We are passionate about innovation and change that leads to continuous improvement and high-quality outcomes for our students, staff, and community.

Excellence — We believe that excellence is achieving outcomes beyond the standard norms. Our pursuit of excellence in teaching underpins our approach to teaching and learning.

Care — We are passionate about offering exceptional care to students in a caring, safe, and supportive environment.

PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	Website: www.pax.edu.au
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
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Diversity — We welcome staff and students from different cultures to learn, work, and teach. We ensure all staff, regardless of gender, race, or ability, can develop their careers and reach their potential.

Sustainability — The world we live in is a gift and we take this seriously. Sustainability inspires our actions within our classrooms and offices. We encourage staff and students to make mindful choices that reduce environmental impact.

Service Commitment

PAX Institute of Education is committed to providing quality training and assessment services to all learners. We aim to:

- Provide training and assessment services that meet industry needs and trends
- Deliver high-quality, innovative, and engaging training
- Maintain a person-centred approach
- Foster relationships with our clients, supporting them through their careers
- Provide flexible learning opportunities
- Provide a supportive, facilitative, and open learning environment
- Ensure all training is delivered by qualified trainers and assessors with the necessary skills and experience
- Ensure all training is continually monitored and improved
- Maintain a healthy and effective learning environment for all clients
- Produce competent and confident workers who benefit the community and industry

Continuous Quality Improvement

Continuous quality improvement is a core process at PAX Institute that guides our initiatives in implementing student-centred programs. Regular reviews of curriculum, processes, and performance outcomes are conducted in accordance with our Continuous Improvement Policy (PAX-G01).

Policy reference: PAX-G01 – Continuous Improvement Policy | Available at www.pax.edu.au

Location and Contact Details

Contact	Details
Main Campus	16/190 Queen Street, Melbourne VIC 3000
Training Kitchen	54-56 La Trobe Street, Melbourne VIC 3000
Automotive Workshop	363 Mount Alexander Road, Ascot Vale VIC 3032
Phone	+61 3 9041 3466
24-Hour Emergency	0432 053 115 (Timple Jain, CEO)
General Enquiries	info@pax.edu.au
Student Services	studentservices@pax.edu.au
Admissions	admissions@pax.edu.au
Finance	finance@pax.edu.au

Website	www.pax.edu.au
Office Hours	Monday to Friday, 9:00 am – 5:00 pm

Facilities and Computer Laboratory

PAX Institute of Education's campus is located in Melbourne's CBD and is equipped with modern facilities to support your learning:

- Classrooms equipped with digital projectors or screens, and Wi-Fi access
- Breakout and study areas for independent study
- Well-equipped student eating area with fridge and microwave
- Classrooms configured to accommodate students with disabilities, with additional support arranged as needed
- Practical training delivered in industry-standard simulated environments relevant to each course

Students have 24/7 access to a cloud-based Learning Management System (LMS), which provides continuous access to all learning materials, assessment tasks, and course resources throughout their enrolment. The LMS also enables transparent and consistent delivery of assessments across all students.

Facilities and equipment are regularly reviewed and audited against training package specifications to ensure they remain current with industry practice. Students are informed of any additional equipment or resource requirements prior to enrolment. For further details, refer to our Facilities, Resources and Equipment Policy (PAX-T05).

Policy reference: PAX-T05 – Facilities, Resources and Equipment Policy | Available at www.pax.edu.au

Academic Intake Dates / Academic Calendar

The Academic Intake Dates and Academic Calendar can be viewed on our website at www.pax.edu.au. Please check the website for the most current and up-to-date information.

Registration and Accreditation

Registration

PAX Institute of Education (Pax Institute of Education Pty Ltd) is registered with the Australian Skills Quality Authority (ASQA) as an approved training organisation for the delivery of nationally recognised vocational qualifications. ASQA is the national regulator for vocational education and training in Australia. ASQA registers training providers and accredits VET courses to ensure nationally approved standards are met.

For current registration details and to verify our registration status, please visit the national register at www.training.gov.au or ASQA's website at www.asqa.gov.au.

PAX Institute of Education operates in accordance with the Outcome Standards for RTOs 2025, the National Vocational Education and Training Regulator Act 2011 (NVR Act), the Compliance Standards Instrument 2025, and all applicable legislative instruments including the VET Qualification Credential Policy.

Accreditation

Our qualifications are fully accredited by ASQA. All courses offered at PAX Institute are accredited based on national training packages and are listed on the National Register of Vocational Education and Training in Australia at www.training.gov.au.

Australian Qualifications Framework (AQF)

Our courses are recognised under the Australian Qualifications Framework (AQF). PAX Institute of Education is responsible for the issuance of AQF certification documentation in accordance with the VET Qualification Credential Policy.

CRICOS Registration

PAX Institute of Education is an approved provider under the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), Provider Code 03152D. This allows us to offer courses to international students who wish to study in Australia on a student visa granted by the Department of Home Affairs.

As an approved CRICOS provider, PAX Institute of Education is responsible for adhering to the National Code 2018 and the Education Services for Overseas Students (ESOS) Act 2000 and its amendments. All PAX Institute of Education courses registered with CRICOS can be found at: cricos.education.gov.au.

Legislative Framework

PAX Institute of Education operates within a comprehensive legislative and regulatory framework. As an international student, a number of laws, codes, and standards directly protect your rights and govern how we deliver education and training. The key legislation and instruments that apply are set out below.

Legislation / Instrument	What It Means for You
Education Services for Overseas Students (ESOS) Act 2000 and amendments	The primary law governing the provision of education to international students in Australia. It sets out the obligations of education providers and protects your rights as an international student, including tuition protection, complaints rights, and provider obligations.
National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)	Sets the standards for marketing, admissions, enrolment, course progress monitoring, complaints, and support services that CRICOS-registered providers must meet. It underpins the quality of your experience as an international student.
National Vocational Education and Training Regulator Act 2011 (NVR Act)	Establishes ASQA as the national regulator for VET and sets out the framework under which RTOs are registered and regulated. Ensures the quality and national recognition of the qualifications you receive.
Outcome Standards for RTOs 2025 and Compliance Standards Instrument 2025	The regulatory standards PAX Institute of Education must meet as a registered training organisation. The Outcome Standards cover training and assessment quality, student support, governance, and student outcomes. The Compliance Standards Instrument sets out specific compliance obligations including fit and proper person requirements.
Australian Skills Quality Authority (ASQA) Outcome Standards	Defines the outcomes ASQA expects of registered training organisations, including student outcomes, quality of training, and

	governance. These standards inform how PAX Institute of Education continuously improves its services for you.
Fit and Proper Person Requirements (under the NVR Act and ESOS Act)	Requires that the people responsible for managing and governing PAX Institute of Education are suitable persons of good character and integrity. This protects students by ensuring leadership is held to a high standard of accountability.
VET Qualification Credential Policy	Governs how qualifications and credentials are issued by RTOs and sets the credential requirements for trainers and assessors (e.g. TAE40122 Certificate IV in Training and Assessment or equivalent). Ensures that any certificate, diploma, or statement of attainment you receive from PAX Institute of Education meets national standards, and that you are taught and assessed by appropriately credentialled professionals.
Migration Act 1958	Governs visa conditions and the reporting of international students to the Department of Home Affairs where they breach their visa conditions, including unsatisfactory academic progress or attendance.
Australian Qualifications Framework (AQF)	The national framework that regulates qualifications in Australian education and training. Ensures your qualification is nationally and internationally recognised and sits at the correct level of the framework.
Privacy Act 1988 (including the Australian Privacy Principles)	Governs how PAX Institute of Education collects, holds, uses, and discloses your personal and sensitive information. Gives you rights to access and correct your personal information held by PAX Institute of Education.
Disability Discrimination Act 1992 and Disability Standards for Education 2005	Requires PAX Institute of Education to make reasonable adjustments so that students with a disability can participate in education and training on the same basis as students without a disability.
Age Discrimination Act 2004, Racial Discrimination Act 1975, Sex Discrimination Act 1984	Anti-discrimination laws that protect you from unlawful discrimination on the basis of age, race, ethnicity, sex, or other protected attributes in the delivery of education and training services.
Work Health and Safety Act 2011	Requires PAX Institute of Education to provide and maintain a safe learning environment. Also places obligations on you as a student to take reasonable care of your own health and safety and the safety of others.
Australian Consumer Law (Competition and Consumer Act 2010)	Protects your rights as a consumer of education services, including rights relating to misleading conduct, false representations, and unfair contract terms. The availability of PAX Institute of Education's complaints process does not remove your rights under this law.

This list is not exhaustive. PAX Institute of Education complies with all applicable Commonwealth and State legislation relevant to its operations. For further information on any of the above legislation, visit the relevant government website or contact our Student Support team.

Training Programs

All vocational courses offered at PAX Institute are accredited based on national training packages and are listed on the National Register of Vocational Education and Training (VET) in Australia. Please visit www.training.gov.au/Organisation/Details/22207 for a full list of our current course offerings and course details.

PAX Institute offers qualifications across a range of industry areas including hospitality and commercial cookery, automotive, and business. Upon successful completion of any of our courses, students will receive a nationally recognised qualification.



For practical courses such as Commercial Cookery, training is delivered at our state-of-the-art kitchen facility at 54-56 La Trobe Street, Melbourne. For Automotive courses, practical training is conducted at our workshop at 363 Mount Alexander Road, Ascot Vale. Details are provided at orientation.

Your Rights as an International Student

The ESOS legislative framework exists specifically to protect you. As an international student enrolled with a CRICOS-registered provider in Australia, you have strong legal rights that PAX Institute is obligated to uphold.

✓ Tuition Protection

If PAX Institute of Education could not deliver your course, the Tuition Protection Service (TPS) ensures you can either complete your studies elsewhere or receive a refund of unspent tuition fees.

✓ Quality Education

Your course must meet national standards set by ASQA. Your trainers hold required credentials under the VET Qualification Credential Policy.

✓ Fair Complaints Process

You have the right to a free, fair complaints and appeals process — and if unresolved, you can escalate to the Overseas Students Ombudsman at no cost.

✓ Accurate Information

You must receive clear, current, and complete information before enrolment. PAX Institute of Education must not provide false or misleading information about any aspect of your course.

✓ Consumer Law Protection

Your rights under Australian Consumer Law apply independently of this handbook and any complaints process. You can take action under the ACL at any time.

✓ Safe Environment

You have the right to study in a safe, inclusive environment free from discrimination, harassment, bullying, and abuse. Zero tolerance applies.

For more information on the ESOS framework and your rights, visit: www.internationaleducation.gov.au. For complaints about PAX Institute of Education as a provider, contact the Overseas Students Ombudsman: www.ombudsman.gov.au.

Education Agents

PAX Institute of Education works with registered education agents in various countries to help prospective students apply for courses. If you applied through an education agent, the following applies:

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Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
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- PAX Institute of Education holds a formal written agreement with each education agent it engages, and maintains agents' details in PRISMS
- Education agents are required to act honestly, in good faith, and in your best interests at all times
- Agents must not provide false or misleading information about PAX Institute of Education, its courses, fees, or outcomes
- Agents must not provide migration advice unless they are registered migration agents under the Migration Act
- PAX Institute of Education takes immediate corrective action — including terminating the agent relationship — if an agent is found to have engaged in dishonest or misleading practices



If you believe your education agent gave you incorrect information that affected your decision to enrol, you have the right to raise a formal complaint with PAX Institute through the Feedback, Complaints and Appeals process (PAX-S03). Your complaint will be investigated, and if substantiated, PAX Institute of Education will take appropriate action against the agent.

PAX Institute of Education does not allow education agents to collect tuition fees on its behalf. All fees must be paid directly to PAX Institute of Education. If an agent has collected fees from you, contact us immediately.

Section 2 – New Students Application Process

The following steps outline how to apply to study at PAX Institute:

1	Select a Course Visit our website at www.pax.edu.au to view our courses for international students. Select your chosen course(s). Enquire about courses via email, phone, or by visiting the institute in person.
2	Check Entry Requirements Check that you meet the academic and English language competency requirements for your chosen course. Refer to our Course Entry Requirement Policy (PAX-T03) or contact admissions at www.pax.edu.au .
3	Complete Your Application We will send you the application forms. Attach certified copies of your passport, academic records, English test results, and evidence of employment history (if applicable). You may also apply through one of our registered education agents. Note: Supply certified English translations for any documents not in English.
4	Complete the Pre-Training Review Complete the Pre-Training Review (PTR). Offshore students participate via video or teleconferencing. Onshore students participate in person at the campus prior to enrolment.
5	Accept Your Letter of Offer If your application is successful, you will receive a Letter of Offer, which may be conditional upon meeting certain requirements such as English language proficiency. To accept, complete and sign the Acceptance of Offer (Written Agreement) and return it with your payment and required documentation.
6	Pay Your Fees Before your Letter of Offer expires, pay your tuition fees and Overseas Student Health Cover (OSHC) as stated in your Letter of Offer, to confirm your enrolment. For current fees, refer to the Fees Schedule on our website.
7	Receive Your Confirmation of Enrolment (CoE) Once payment is received, we will send you a Confirmation of Enrolment (eCoE). You will require your CoE(s) to apply for your student visa.
8	Apply for Your Student Visa Use your eCoE and all other visa requirements to apply for your student visa. Visit www.homeaffairs.gov.au for more information.
9	Plan Your Arrival Make your travel arrangements and aim to arrive in Australia at least two weeks prior to Orientation.
10	Attend the Student Orientation Orientation takes place before your classes begin and is designed to help you settle in. Attendance is mandatory for all new international students.

You are now ready to begin your classes with PAX Institute!

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First Week Checklist

Complete these steps when you arrive in Melbourne

Use this checklist to make sure you have everything sorted before and during your first week. Tick each item off as you complete it.

Before You Arrive

- ☐ Book flights to arrive 2 weeks before Orientation
- ☐ Arrange OSHC before departing home country
- ☐ Organise temporary accommodation for arrival
- ☐ Bring all required documents (passport, CoE, offer letter, transcripts)
- ☐ Save PAX Institute of Education's contact number: +61 3 9041 3466

First Week

- ☐ Attend Orientation (compulsory)
- ☐ Collect your student ID card
- ☐ Log in to the LMS and explore your course materials
- ☐ Apply for your Tax File Number (TFN) at www.ato.gov.au
- ☐ Open a bank account (take passport + student ID)
- ☐ Get a Myki card for Melbourne public transport
- ☐ Update your residential address with PAX Institute
- ☐ Apply for or confirm your USI at www.usi.gov.au

✓ Need help with any of these? Contact your Student Support Officer — we are here to help you settle in.

Section 3 – Academic Information, Expectations and Support

Course Entry Requirements

PAX Institute of Education assesses all applicants against published entry requirements to ensure students are well-prepared to undertake and successfully complete their chosen course. The following requirements apply to all VET courses. Full details are available in our Course Entry Requirement Policy (PAX-T03) and on our website.



Important — Before Selecting Your Course: Some PAX Institute of Education courses have physical requirements (e.g. manual handling, or practical workshop tasks) that may affect participation. All courses also require a minimum level of language, literacy, and numeracy (LLN) and digital literacy to engage with course materials on the LMS and complete assessment tasks. You should review the course description on our website and contact us to discuss any concerns about meeting these requirements before submitting your application.

Minimum Age

All students must be at least 18 years of age at the commencement of their course.

English Language Proficiency

All applicants must demonstrate a minimum English language proficiency equivalent to IELTS 5.5 overall. Accepted equivalencies include:

- IELTS Academic — overall band 5.5
- TOEFL iBT — 46 to 59
- Cambridge English Scale — 162
- PTE Academic — 42
- OET — C grade
- Completion of Certificate IV or above in Australia
- Successful completion of Year 12 in Australia (in English, within the last two years)
- Successful completion of an Australian Foundation Year program
- Minimum one year of VET study in Australia at AQF Level 4 or higher
- B2 result on the Oxford Placement Test (administered by PAX Institute of Education)
- Five years of full-time study in English in eligible English-speaking countries

Exemptions: Applicants holding a passport from the UK, USA, Canada, New Zealand, or Ireland; or who have completed Year 12 in Australia in English within the last two years; or who hold a Certificate III or higher in VET in Australia within the last two years; or who have completed at least five years of English-medium study in Australia, Canada, New Zealand, South Africa, Ireland, the UK, or the USA — are exempt from the English proficiency requirement. Where no external English evidence is provided, applicants will be required to undertake the Oxford Placement Test (OPT) administered by PAX Institute of Education. PAX Institute of Education reserves the right to review documentation and assess individual circumstances on a case-by-case basis.

Academic Entry Requirements

All students must provide evidence of satisfactory academic achievement equivalent to Australian Year 12. This may include:

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- National senior secondary school certificate
- Completion of AQF Certificate III or IV in Australia
- International Baccalaureate (minimum 24 points)
- Equivalent qualifications as assessed by PAX Institute of Education

Students who do not meet the academic equivalency requirement may be accepted following successful completion of PAX Institute of Education's LLN Test at a level indicating no support needs, assessed on a case-by-case basis.

Language, Literacy and Numeracy (LLN) Assessment

PAX Institute of Education reviews LLN and digital literacy for all students prior to enrolment through the Pre-Training Review (PTR) process. All students are also required to undertake an LLN assessment during their Orientation session (unless exempt through prior Australian qualifications). Results are used to identify whether support strategies are needed and to ensure students receive appropriate assistance throughout their course at no additional cost.

Policy reference: PAX-T03 – Course Entry Requirement Policy | Available at www.pax.edu.au

Student Orientation

PAX Institute of Education provides a comprehensive Orientation Program to familiarise you with your new environment and to help you settle into study and life in Australia. Attendance at Orientation is mandatory for all new international students. If you are travelling from your home country, ensure you book your flight to arrive in Australia before Orientation day.

During Orientation you will receive information and guidance on:

- Support services available to assist you to adjust to study and life in Australia
- English language and study assistance programs available at PAX Institute and in the community
- Legal services — including community legal centres, migration advice, and tenancy support services
- Emergency and health services — key contacts, campus safety, and how to report incidents that significantly impact your wellbeing
- PAX Institute of Education facilities, resources, and the Learning Management System (LMS)
- Complaints and appeals processes
- Requirements for course attendance and academic progress
- Support services for general or personal circumstances that may adversely affect your education in Australia
- Your employment rights and conditions while studying in Australia, including how to access assistance through the Fair Work Ombudsman (www.fairwork.gov.au)
- Student Code of Conduct and academic policies and procedures
- Student visa conditions and obligations
- Completion of enrolment process and student ID cards
- Refund and cancellation policy
- Deferral, suspension, and cancellation of enrolment
- Transfer between registered providers
- Artificial intelligence and academic integrity

All referrals to support services and programs listed above are provided at no additional cost to you as an international student.

Student ID Cards

You will be issued with a PAX Institute of Education Identification Card (ID) upon enrolment. Your ID will show your photograph, name, and student number. You are required to carry your PAX Institute of Education ID at all times while on PAX Institute of Education premises and may be asked to produce it at any time.

Timetables

Timetables are provided during the Student Orientation program. They may be revised each term, and you will be provided with an updated timetable as required.

Student Support

Our Student Support Officers can help you settle into life in Australia and at PAX Institute. We are committed to providing responsive, accessible, and comprehensive support to all students throughout their studies.

Response Time Commitments

All student queries are responded to within the following timeframes:

Query Type	Response Timeframe
Urgent (e.g. safety, crisis, visa breach risk)	Same business day
Routine (e.g. enrolment changes, academic queries)	Within 2 business days
Non-urgent (e.g. general information requests)	Within 3 business days

Academic and Learning Support

The following academic support services are available to all students at no additional cost:

- Language, Literacy and Numeracy (LLN) programs and support
- Study skills support and academic counselling
- Tutoring and individual trainer support
- Assistive technology and digital literacy assistance
- Flexible scheduling and catch-up sessions
- Access to trainers and assessors via face-to-face consultations, email, phone, and online platforms
- 24/7 access to learning materials and assessments through the cloud-based Learning Management System (LMS)

Wellbeing Support Services

PAX Institute of Education identifies and responds to the wellbeing needs of all students. Wellbeing support services include:

- Mental health information and referrals, including access to the MOST platform — free, online mental health support for students aged 12 to 25
- PAX Institute of Education has a Memorandum of Understanding (MoU) with an external service provider of medical services for physical and mental health support

- Financial counselling information
- Accommodation guidance and short-term accommodation referrals
- Cultural adjustment support for international students
- General safety information about living in Australia, including personal safety, emergency services, accommodation safety, and campus security
- Legal services information, including community legal centres, migration advice, and tenancy support services
- Career planning and employment preparation services information
- Crisis support and referrals to specialist external organisations

Student At Risk

PAX Institute of Education proactively monitors student progress and wellbeing through attendance records, assessment performance, trainer observations, and student communications. Students identified as at risk of not completing their course due to academic performance, attendance, engagement, or personal circumstances will receive immediate intervention including a support meeting, an individualised support plan, additional tutoring, and regular progress reviews.

Critical Incident Support

PAX Institute of Education maintains documented critical incident procedures and a designated Critical Incident Response Team. In the event of a traumatic event or other critical incident affecting students, PAX Institute of Education will provide appropriate support, referrals, and follow-up. Critical incident records are maintained for a minimum of two years.

Support for International Students

The Administration Manager is designated as the official point of contact for international students, with access to up-to-date details of all support services. All staff who interact with international students are aware of their obligations under the ESOS framework and the potential implications for international students arising from those obligations.

General Student Support Information

- Information about living in Australia
- Assistance to arrange accommodation, banking, and transport
- Support connecting you with community and multicultural services to help with cultural adjustment and homesickness
- Information and support regarding Overseas Student Health Cover (OSHC)
- Information about PAX Institute of Education's facilities and procedures
- Student ID cards and internet access
- Information on student visa conditions including attendance, academic performance, and working conditions while on a student visa

For a full list of mandatory student visa conditions, visit www.homeaffairs.gov.au.



Study Melbourne Hub — free support for international students in Victoria: 17 Hardware Lane, Melbourne | Phone: 1800 056 449 | www.studymelbourne.vic.gov.au. Open 7am–10pm for wellbeing, legal, financial, and general support.

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Policy reference: PAX-S04 – Student Training and Wellbeing Support Policy | Available at www.pax.edu.au

Policy reference: PAX-S01 – Student Information Policy | Available at www.pax.edu.au

Guide to Key Personnel

Our team of academic and administrative staff are committed to providing you with ongoing support. Please familiarise yourself with who is who at PAX Institute, so you know who to contact when you need help.

Name / Role	How They Can Help	Contact
Timple Jain Chief Executive Officer	Overall leadership; major decisions; 24-hour emergency contact	timple.j@pax.edu.au 0432 053 115 (24hr)
Camilo Calderon Administration Manager	Timetables, scheduling, course progress queries, intervention strategies, deferment/suspension, training resources, academic support team oversight	eliana@pax.edu.au
Admissions Team Admissions Officer	Enrolment queries, Letter of Offer, CoE generation, PRISMS updates, Credit Transfer, RPL, pathway programs, agent liaison	admissions@pax.edu.au
Sonu Kumar Finance Manager	Fee payment plans, payment difficulties, non-payment matters, finance enquiries, refund processing	finance@pax.edu.au
Student Support / Reception Student Welfare Officer	General enquiries, wellbeing, accommodation, counselling, visa issues, disability support, mental health referrals, LLN support, complaints, document requests	studentservices@pax.edu.au
Academic Support Team Trainer / Assessor / Academic Officer	Course content, assessment queries, attendance and progress monitoring, LMS access, course progress meetings, results recording	info@pax.edu.au

Your Rights and Responsibilities

As a student at PAX Institute, you have the following rights:

- To be treated fairly and with respect by all staff and students
- To be treated without discrimination regardless of religion, racial or cultural background, sexual orientation, age, disability, or socio-economic status
- To be free from all forms of intimidation
- To study in a safe, clean, cooperative, and orderly environment
- To have any disputes settled in a fair manner
- To learn in an environment conducive to learning without interference from others

- To express and share ideas and to ask questions
- To be treated with courtesy and politeness at all times
- To have your existing skills and knowledge recognised
- To the privacy of your personal information
- To be informed about assessment requirements at the beginning of each unit
- To receive feedback regarding assessments
- To lodge a complaint and have it investigated without fear of victimisation
- To an appeal process regarding decisions made about your study

Policy reference: PAX-S02 – Diversity and Inclusion Policy | Available at www.pax.edu.au

Student Code of Conduct

PAX Institute of Education expects all students to conduct themselves with honesty, respect, and consideration for others at all times. This Code of Conduct applies across all learning environments — classrooms, the LMS, work-based training placements, and any context where your association with PAX Institute is apparent.

1. Core Conduct Obligations

1.1 Respect and Inclusion

All students must treat fellow students, staff, trainers, assessors, and visitors with courtesy and respect, regardless of cultural background, personal characteristics, or differences in opinion.



PAX Institute of Education has **ZERO TOLERANCE** for racism, discrimination, harassment, bullying, vilification, or any conduct that creates an intimidating, hostile, or offensive environment. This explicitly includes antisemitism, Islamophobia, racism against First Nations peoples, and any other form of hate speech or targeted abuse based on religion, race, ethnicity, gender, age, disability, or sexual orientation. Any such conduct constitutes a serious or major breach of this Code and will be dealt with immediately.

Students are expected to actively contribute to an inclusive learning environment that values cultural diversity and supports the participation of all learners.

1.2 Honesty and Integrity

Students must be honest in all dealings with PAX Institute, including enrolment applications, assessment submissions, communications with staff, and any documentation provided in support of requests. Students must not provide false, misleading, or fraudulent information to PAX Institute of Education or to host employers during work-based training.

1.3 Compliance with Policies and Directions

Students are required to familiarise themselves with all PAX Institute of Education policies, procedures, and guidelines that apply to their enrolment and to comply with them throughout their studies. Students must follow reasonable directions from trainers, assessors, academic officers, administrative staff, and management.

1.4 Care of Property and Facilities

Students must take reasonable care of PAX Institute of Education facilities, equipment, resources, and the property of others. Students must not wilfully damage, misuse, steal, or interfere with any property belonging to PAX Institute of Education, fellow students, staff, or host employers.

2. Attendance and Participation

- Attend all scheduled training sessions on time and remain for the full duration unless prior approval has been obtained
- Notify PAX Institute of Education as soon as practicable if unable to attend a session
- Actively participate in all learning activities, including group work, discussions, practical tasks, and assessments
- Keep mobile phones on silent during class — use for non-educational purposes is not permitted unless specifically authorised by the trainer
- Not disrupt the learning of others through disruptive behaviour, side conversations, or any other conduct that detracts from the educational environment

3. Academic Conduct and Integrity

PAX Institute of Education is committed to upholding the integrity of nationally recognised training. All students must submit work that genuinely reflects their own skills, knowledge, and understanding. The following academic misconduct is strictly prohibited:

Type	Description
Plagiarism	Submitting another person's work, ideas, or AI-generated content as your own without proper acknowledgement
Collusion	Working with another student to produce work represented as individual, or sharing assessment responses with others
Contract Cheating	Arranging for another person to complete an assessment on your behalf, whether paid or unpaid
Fabrication	Inventing or falsifying data, results, citations, workplace evidence, or any other assessment information
Impersonation	Having another person sit an assessment or complete an activity in your place
Undisclosed AI Use	Using AI-generated content without disclosure as required by PAX-T09, or submitting entirely AI-generated work as your own



Where PAX Institute of Education suspects academic misconduct, you may be required to demonstrate your understanding through verbal questioning or a supervised re-assessment in a controlled environment. Refusal to participate will be treated as evidence of misconduct.

4. Campus and Online Conduct

The following are required of all students on campus, at training facilities, during work-based training, and on the LMS:

- Do not smoke anywhere on campus premises
- Do not consume alcohol or use illicit substances on campus or at any PAX Institute of Education-related activity

- Do not bring weapons, dangerous items, or any substances prohibited by law onto campus
- Present your student ID when requested by PAX Institute of Education staff
- Comply with all emergency procedures, evacuation drills, and health and safety directions from staff
- Use your own LMS login credentials only — sharing login details is prohibited
- All communication on digital platforms, discussion boards, or group forums must be respectful and professional
- Do not post offensive, discriminatory, or harassing content in any online environment

5. Social Media Conduct

- Do not post content on social media that identifies, discriminates against, harasses, or disparages fellow students, staff, or host employers in connection with PAX Institute
- Do not post content that falsely represents PAX Institute of Education's services, staff, or courses
- Do not share confidential information, assessment content, or PAX Institute of Education's intellectual property on social media
- Do not share images or recordings of fellow students, staff, or host workplace environments without the explicit consent of those involved
- Conduct on social media that would constitute a breach of this Code if it occurred on campus will be treated as a breach of this policy

6. Breach Management — Graduated Response Framework

PAX Institute of Education manages breaches through a fair, consistent, and graduated framework. All breach processes are conducted in accordance with natural justice — you will be informed of any allegation, given a genuine opportunity to respond, and have access to an impartial decision-maker.

Category	Response	Examples
Minor Breach	Verbal counselling → Written warning if repeated	Arriving late; phone use in class; minor untidiness; first instance of insufficient referencing
Serious Breach	Formal written warnings; possible suspension	Plagiarism; harassment; wilful damage to property; persistent disruption; providing false information
Major Breach	Immediate suspension; cancellation of enrolment	Violence; sexual harassment or assault; contract cheating; weapons on campus; antisemitism or hate crimes; conduct creating immediate safety risk

Before any formal decision is made, you will be: (1) informed in writing of the allegation; (2) given five business days to respond; (3) allowed to be accompanied by a support person at any meeting. Outcomes are communicated in writing, with reasons, within three business days of the decision.

You have the right to appeal any conduct decision. Appeals must be lodged within 10 working days of receiving the written outcome. Refer to the Complaints and Appeals section for the process.

International students: Where a conduct breach leads to suspension or cancellation of enrolment, PAX Institute of Education will advise you of your right to appeal within 20 working days before any report is made to the Department of Home Affairs via PRISMS. Your enrolment is maintained throughout the appeals process.

Policy reference: PAX-S01 – Student Information Policy | Available at www.pax.edu.au

Policy reference: PAX-S02 – Diversity and Inclusion Policy | Available at www.pax.edu.au

PAX Institute of Education Code of Practice

This Code of Practice provides the basis for good practice in the marketing, operation, financing, and administration of education and training services at PAX Institute. PAX Institute of Education operates as a Registered Training Organisation (RTO) in accordance with the Outcome Standards for RTOs 2025, the Compliance Standards Instrument 2025, the National Vocational Education and Training Regulator Act 2011, and all applicable legislative instruments.

Our policies and practices cover the following key areas. For detailed information, please refer to the relevant policy documents available on our website at www.pax.edu.au:

Provision of Training and Assessment Services

PAX Institute of Education maintains high professional standards in the delivery of training and assessment services and safeguards the welfare and interests of students. Training is delivered face-to-face in classrooms, simulated environments (such as our commercial training kitchen and automotive workshop), and tutorial sessions, as well as through Work-Based Training (WBT) components where applicable. Our training practices are governed by our Training Policy (PAX-T01) and Assessment Policy (PAX-T08).

Key commitments under PAX-T01 include:

- A detailed Training and Assessment Strategy (TAS) is developed for each training product, specifying structure, delivery methods, and assessment strategies
- Training is sequenced into topics per unit of competency — units are not clustered — ensuring clarity especially for students from diverse language backgrounds
- Course duration and pacing account for students' LLN skills, English language capacity, content complexity, and industry expectations
- Timetables are provided at course commencement to support planning
- All students access their assessments and learning materials through a cloud-based Learning Management System (LMS), providing 24/7 access throughout their course
- Training is regularly reviewed in consultation with industry to ensure ongoing relevance

All trainers and assessors at PAX Institute hold the credentials required under the VET Qualification Credential Policy (such as TAE40122 Certificate IV in Training and Assessment or equivalent) and maintain vocational competency and industry currency relevant to the training products they deliver. This ensures you are taught and assessed by appropriately qualified professionals with current, real-world knowledge of your field.

Policy reference: PAX-T01 – Training Policy | Available at www.pax.edu.au

Policy reference: PAX-T08 – Assessment Policy | Available at www.pax.edu.au

Policy reference: PAX-W02 – Trainer and Assessor Competencies and Credentials Policy | Available at www.pax.edu.au

Access and Equity

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PAX Institute of Education is committed to fostering a safe, inclusive, and culturally responsive learning environment for all students, in accordance with our Diversity and Inclusion Policy (PAX-S02). We ensure:

- A learning environment free from racism, discrimination, harassment, or abuse
- Cultural safety for First Nations (Aboriginal and Torres Strait Islander) peoples through respectful engagement, representation, and acknowledgment of historical barriers to VET access
- Inclusive practices in marketing, enrolment, training delivery, assessments, and student support services, tailored to diverse student needs
- Accessibility audits of physical and virtual learning environments, with reasonable adjustments provided including flexible deadlines for cultural and religious obligations
- Staff training in cultural competence, unconscious bias, and anti-discrimination practices
- Compliance with the Racial Discrimination Act 1975, Disability Discrimination Act 1992, Australian Human Rights Commission Act 1986, and all applicable Commonwealth and State anti-discrimination legislation
- Continuous improvement through regular feedback, audits, and stakeholder engagement to enhance diversity and inclusion practices

Students receive clear, accurate, and accessible information on diversity and inclusion through the PAX Institute of Education website, student handbook, orientation sessions, and course materials. If you experience any form of discrimination, harassment, or cultural unsafety, you are encouraged to raise this through the Feedback, Complaints and Appeals process.

Policy reference: PAX-S02 – Diversity and Inclusion Policy | Available at www.pax.edu.au

Marketing of Training and Assessment Services

PAX Institute of Education markets and advertises its products and services in an ethical, accurate, and transparent manner in accordance with our Marketing and Information Transparency Policy (PAX-G04). No false or misleading comparisons are drawn with other training organisations or qualifications.

Policy reference: PAX-G04 – Marketing and Information Transparency Policy | Available at www.pax.edu.au

Appeals and Grievances

PAX Institute of Education ensures students and clients have access to a fair and equitable process for dealing with grievances and appeals. Full details of our process are available in our Feedback, Complaints and Appeals Policy (PAX-S03).

Policy reference: PAX-S03 – Feedback, Complaints and Appeals Policy | Available at www.pax.edu.au

Quality Control

PAX Institute of Education is committed to continuously improving the services it offers. We seek regular feedback from students and clients through multiple channels including QR code feedback forms, AQTF Learner Engagement surveys, and confidential class interviews. Feedback is analysed and used to inform the Continuous Improvement Register. Refer to our Continuous Improvement Policy (PAX-G01) for further information.

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Provision of Student Information

PAX Institute of Education is committed to providing all prospective and current students with timely, accurate, and accessible information to make informed decisions. Prior to enrolment, PAX Institute of Education provides detailed information covering:

- Course code, title, qualification level, delivery mode, and location
- Entry requirements, prerequisites, and LLN requirements
- Course duration, intake dates, unit breakdown, and assessment methods
- Work placement requirements and any licensing or regulatory outcomes
- All fees, payment terms, and refund policy
- Student obligations including attendance, course progression, and conduct
- Available support services, wellbeing resources, and reasonable adjustments for students with disabilities
- Government training entitlements or subsidies, if applicable

This information is provided through the PAX Institute of Education website, course brochures, the student handbook, letters of offer, enrolment agreements, and orientation sessions. All information is regularly reviewed for accuracy. When changes occur to training products, delivery, fees, or policies, enrolled students are informed as soon as practicable.

Before enrolment is confirmed, PAX Institute of Education assesses each student's suitability for their chosen training product through the Pre-Training Review (PTR) process, which includes an LLN assessment, review of prior learning and work experience, and evaluation of career goals and study readiness.

Policy reference: PAX-S01 – Student Information Policy | Available at www.pax.edu.au

Policy reference: PAX-G04 – Marketing and Information Transparency Policy | Available at www.pax.edu.au

Monitoring Course Progress and Attendance (VET Students)

PAX Institute of Education implements the Department of Education and the Department of Home Affairs Course Progress Policy and Procedures. Your progress through your course is carefully monitored, and unsatisfactory academic performance may lead to cancellation of your enrolment.

Under the National Code 2018 of the ESOS Act 2000, international and overseas students must maintain satisfactory course progress in order to successfully complete their course within the duration specified in the Confirmation of Enrolment (CoE). An education provider can only extend the expected duration of study in limited circumstances.

PAX Institute of Education identifies one term as a study period, consisting of approximately ten weeks. You are required to complete all assessment tasks for each unit of competency. You will be informed of assessment outcomes no later than four weeks after the assessment was submitted.

Satisfactory course progress is defined as the successful completion of course requirements to achieve the qualification within the course duration specified in the CoE. PAX Institute of Education may report students for:

- Unsatisfactory course progress — where a student is identified as falling behind in successful assignment or assessment completion and is deemed "Not Yet Competent" in 50% or more of the units attempted in any one study period

- Unacceptable attendance to scheduled sessions

You will be notified and will be required to participate in a range of intervention strategies (refer to the Intervention Strategy section below). The Student Support Officer will contact you by telephone or email. This meeting is to assist you in developing a plan of action to improve your academic performance.

Attendance (VET Students)

While PAX Institute of Education reports students for unsatisfactory course progress, we also record and monitor attendance. Your attendance is required for you to participate in classroom activities including the delivery of theories and principles to develop your knowledge and skills and help you gain competency.

Students must maintain a minimum of 70% attendance per term and attend at least 20 hours of face-to-face scheduled classes each week. Students are notified and counselled if found to be at risk of failing to meet attendance requirements.

You are required to sign the class attendance records at the start and end of each training day. A student identified as falling behind in assessment completion or having unacceptable attendance will be notified and required to participate in intervention strategies.

If intervention strategies do not result in improvement, you will be notified in writing of PAX Institute of Education's intention to report to the Department of Home Affairs (DHA) and your right to access the complaints and appeals process. Such a report may result in the cancellation of your student visa by the DHA.

Unsatisfactory Academic Performance

If there is no valid reason for ongoing underperformance, your enrolment may be reviewed, which may lead to cancellation.

If you fail to make contact, or do not access the complaints process within 20 working days, or fail to attend the scheduled intervention meeting, the Student Support Officer will issue a warning letter advising that you are at risk of breaching your student visa requirements through not achieving satisfactory academic progress.

If you again fail to make contact, the Student Support Officer will issue a final letter advising that you are in breach of your student visa requirements and that you will be reported to the Department of Home Affairs under the Migration Act 1958.

If you still do not respond, your course enrolment will be terminated for non-compliance with visa conditions and processed as required by the ESOS Act 2000. A copy of any breach notice will be sent to you. This breach notice gives you 20 working days in which to access the complaints and appeals process.

If you do not access the complaints and appeals process, or if you withdraw from the course, PAX Institute of Education will terminate your enrolment and cancel your CoE. The Department of Education and the Department of Home Affairs will be notified, which may result in visa cancellation.

PAX Institute of Education will only report unsatisfactory course progress or attendance in PRISMS if: (a) the internal and external complaints processes have been completed and the decision supports PAX Institute of Education; OR (b) you have chosen not to access the internal complaints and appeals process within the 20 working day period; OR (c) you have chosen not to access the external complaints and appeals process; OR (d) you have withdrawn from the appeals process in writing. Your enrolment is maintained throughout the appeals process.

Intervention Strategy

An intervention strategy is an individual student plan developed by a Student Support Officer or Course Coordinator to support you in improving your academic progress and attendance. Intervention strategies may include:

- English language support for technical assignments and comprehension
- Assistance with academic skills such as essay and report writing
- Attending a study group
- Attending a make-up session
- Additional practical workshops to develop practical skills
- Referral to external support agencies

Completing Assessments Without Attending Training

Unless the duration of your course has been reduced in recognition of your prior learning, you must attend classes regularly to achieve satisfactory course progress. Submission of assessments without attending training is not acceptable. If this occurs, the duration of your course will be reduced to the minimum duration while maintaining 20 scheduled course contact hours per week.

PRISMS Reporting Timeframes

PAX Institute of Education is required to report changes to your enrolment status in PRISMS within legislated timeframes. The table below summarises the key reporting obligations that directly affect you as an international student:

Event	Timeframe	Responsible
Course commencement	14 days from orientation; within 30 days of CoE start	Admissions Officer
Deferment / Suspension / Withdrawal	Immediate upon approval; latest within 31 days	Admissions Officer
Cancellation — non-payment of fees	Within 5 days	Admissions Officer
Cancellation — unsatisfactory academic progress	20 business days after ITR letter (if no appeal)	Admissions Officer
Change to your student details	Within 7 days of the change occurring	Admissions Officer
Provider default (PAX Institute of Education cannot deliver a course)	Notify TPS Director and PRISMS within 3 business days	CEO

Leave of Absence

Study leave is generally approved once during the duration of a course. If further leave of absence is required, you may apply with additional current evidence.

All onshore students must notify the college if they are unable to attend for any reason. Applications for leave of absence must be made in writing. Unexpected absences due to sudden illness or other compelling circumstances must be notified to the college as early as possible.

If a leave of absence covers a period of up to two weeks during an academic term, this can be granted only on compassionate grounds. Any student absent from classes for two consecutive weeks without notification or approval may have their enrolment suspended on disciplinary grounds.

Longer-term leave will be considered in accordance with PAX Institute's Deferral, Suspension, and Cancellation of Enrolment Policy. If you travel overseas without approval or on unapproved leave during a study period, you may face issues with immigration authorities, including possible cancellation of your student visa and deportation.

If you hold an international student visa, you must remain enrolled and attend classes until you receive written confirmation that your leave of absence has been granted.

Before your application can be processed, you must provide original documents or certified copies in English. Documents in another language must be accompanied by a certified English translation.

If your study leave is approved, you will continue to be liable to pay your tuition fees as a continuing student.

For New Students

If you are a new student who has not yet commenced your course, you should apply for a deferral rather than study leave, prior to your orientation day.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student that have an impact on the student's capacity or ability to progress through a course. These may include:

- Serious illness or injury (including permanent or temporary disability), where a medical certificate states the student was unable to attend classes. The certificate must be from the registered health practitioner treating the condition and must include the dates of consultation, the medical condition, the impact of the condition on the ability to study, a recommendation for a reduced study load or break from study, and a treatment plan.
- Serious illness of close family members
- Bereavement of close family members (parents, grandparents, spouse, or child) — death certificate and evidence of relationship required
- Major political upheaval or disaster in the home country requiring emergency travel — evidence such as media reports, police report, or letter from a psychologist required
- Traumatic experience, such as involvement in or witnessing of an accident or serious crime — police or psychologist reports required
- Other circumstances — evidence that the situation is outside the student's control and affects their ability to study

Reasons Study Leave May Not Be Approved

- Wedding in the family or for the student themselves
- Travelling overseas for reasons other than compassionate and compelling circumstances
- Work commitments
- Minor medical illness or condition
- Course or program not meeting expectations

Applying for Special Leave

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Students who wish to apply for study leave for compassionate or compelling circumstances must submit a Student Request Form, available on our website or from Student Administration.

Students with Special Needs

In line with our Diversity and Inclusion Policy (PAX-S02) and Student Training and Wellbeing Support Policy (PAX-S04), students with special needs are offered the same opportunities as any other candidate. PAX Institute of Education creates an inclusive environment that encourages students to disclose disabilities and support needs, and responds with confidentiality and respect.

Reasonable adjustments are identified through collaborative discussions with students, Student Support Officers, trainers, and external specialists where appropriate. Adjustments are documented in individual student plans and regularly reviewed. All disability information is treated as sensitive personal information, stored securely with restricted access, and shared only with staff who need it to implement adjustments — always with the student's consent.

Students can inform PAX Institute of Education of any disabilities or special needs through the Application to Study Form or at any point during their enrolment. This information is passed to the Student Support Officer, who will work with the relevant team to ensure appropriate adjustments are made.

Reasonable adjustments never compromise the integrity of training products or competency standards. Any mandatory physical requirements for courses are communicated as part of entry requirements through PAX Institute of Education's website and pre-enrolment information.

Policy reference: PAX-S02 – Diversity and Inclusion Policy | Available at www.pax.edu.au

Policy reference: PAX-S04 – Student Training and Wellbeing Support Policy | Available at www.pax.edu.au

Student Support Services

Student Services can assist with academic or non-academic support. You may also request additional support from your trainers or Course Coordinators at any time throughout your study.

The Student Support Officer can advise you on all aspects of student life. Support is available for:

- Academic support — LLN programs, study skills, tutoring, and assistive technology, all provided at no additional cost
- Accommodation guidance and referrals
- Learning pathways and RPL opportunities
- Provision for special learning, cultural, and religious needs
- Mental health information and referrals, including access to the MOST platform (free online mental health support for students aged 12 to 25)
- Legal services information, including community legal centres, migration advice, and tenancy support
- Career planning and employment preparation information
- Any other issue affecting your study or wellbeing

The Student Support Officer can recommend students to internal and external agencies for specialised assistance. The college maintains a register of external support agencies and can guide you to appropriate services. The college will not charge or take any commission for referrals to external services.

Policy reference: PAX-S04 – Student Training and Wellbeing Support Policy | Available at www.pax.edu.au

Academic Misconduct and Plagiarism

Academic misconduct and actions demonstrating a lack of academic integrity include, but are not limited to:

- Cheating in assessment tasks
- Collusion — where a student collaborates with others and submits work created by more than one person as solely their own (this does not apply to group assessments where collaboration is specified)
- Plagiarism — copying more than 10% of anyone else's work and presenting it as your own original work, or using AI-generated content without proper acknowledgement
- Submission of work that is clearly not the student's own work
- Submission of work that has been significantly edited by someone else
- Submission of work previously submitted at PAX Institute or elsewhere for another unit, competency, or course
- Academic fraud — having someone else complete a test or other assessment in your place, or falsely representing yourself as another student
- Not providing citations or references where required
- Using AI tools to generate, complete, or substantially write assessment responses without authorisation, contrary to the AI and Academic Integrity Policy (PAX-T09)

Consequences may include a failing grade for the assessment, required reassessment, written warning, suspension, or cancellation of enrolment. You have the right to appeal any academic decision — refer to the Complaints and Appeals section.

Policy reference: PAX-T08 – Assessment Policy | Available at www.pax.edu.au

Policy reference: PAX-T09 – Artificial Intelligence and Academic Integrity Policy | Available at www.pax.edu.au

Artificial Intelligence and Academic Integrity

PAX Institute of Education recognises that artificial intelligence (AI) tools are increasingly available and can provide genuine benefits to learners. We are committed to promoting responsible AI use that enhances learning while maintaining academic integrity, guided by our SAFE-AI principles:

SAFE-AI Principle	Meaning
S — Secure Data Practices	Student and institutional information must be protected when using AI systems. Do not input personal, confidential, or identifiable information into AI tools.
A — Accountability	All AI use must be disclosed. You are accountable for the accuracy and integrity of any work you submit, regardless of how it was produced.
F — Fairness	AI must be used in ways that are equitable, free from bias, and do not disadvantage or misrepresent others.

E — Ethical Integrity	AI must be used honestly and responsibly, supporting your learning rather than replacing your original thinking and effort.
A — Accuracy and Validation	All AI-generated content must be fact-checked before use. AI can produce confident but incorrect information (known as "hallucination") and has knowledge cutoffs that may lead to outdated content.
I — Innovation with Oversight	AI tools can support creativity and learning when used appropriately and transparently.

Permitted AI Uses

Students and staff may use AI tools for the following purposes:

- Research assistance and information gathering — with mandatory fact-checking of all AI-generated content
- Language support for non-native English speakers
- Brainstorming and creative idea generation
- Code debugging and programming assistance
- Accessibility support for students with disabilities
- Translation between languages
- Summarising large amounts of information for study purposes

If a course, task, or assessment does not contain specific AI-related instructions, this policy and its permissions apply to all students undertaking that course and assessment. When in doubt, always ask your trainer or assessor before submitting your work.

Prohibited AI Uses

Students must NOT:

- Submit AI-generated work as their own without disclosure
- Use AI to complete, generate, or substantially write assessment responses unless expressly permitted for that task
- Input student personal information, other students' data, or confidential institutional information into AI systems
- Use AI to impersonate or misrepresent themselves or others
- Circumvent PAX Institute of Education's academic integrity monitoring systems

Disclosure Requirements

Where AI assistance has been used in a permitted way, you must clearly acknowledge this in your submission. All AI assistance must be attributed appropriately — transparency in AI use builds trust and ensures that your own contribution is valued and recognised.

Monitoring and Consequences

PAX Institute of Education uses integrated LMS detection tools to monitor AI use and ensure compliance with academic integrity standards. Assessors may also require verbal questioning following submission of an assessment, or require you to re-do an assessment in a controlled environment under direct observation, to verify authentic competency.

Unauthorised AI use constitutes a breach of academic integrity and may result in a failing grade for the assessment, required reassessment, or more serious disciplinary action up to and including cancellation of enrolment.

Understanding AI Limitations

PAX Institute of Education acknowledges the limitations of current AI technologies that all users should be aware of:

- Knowledge cutoffs — AI tools only have information up to their training cutoff date, which can be up to two years prior, potentially leading to factual errors when seeking current information
- Hallucinations — AI can confidently present incorrect or fabricated information as fact, including fake statistics, false citations, or invented historical events
- Contextual understanding — AI has limited ability to understand nuance, sarcasm, cultural context, or complex emotional situations
- Data biases — AI systems may reflect biases present in their training data, potentially perpetuating stereotypes
- No lived experience — AI cannot draw on practical, emotional, or experiential aspects of human situations

Human expertise remains essential for contextual judgement, ethical reasoning, creative vision, emotional intelligence, and professional decision-making. AI is a tool to support your learning — not a substitute for developing your own skills and knowledge.

Policy reference: PAX-T09 – Artificial Intelligence and Academic Integrity Policy | Available at www.pax.edu.au

Non-Academic Misconduct and Unacceptable Behaviours

The Student Code of Conduct (above) provides the full framework for behavioural expectations and breach management. The following behaviours are highlighted as specifically unacceptable and may result in warnings, suspension, or cancellation of enrolment:

- Intentional breaches of Commonwealth or State law
- Disrespectful, threatening, or abusive behaviour towards other students, staff, or members of the public
- Violence or threatening behaviour; endangering the health or safety of self or others
- Damage, destruction, or theft of property belonging to PAX Institute of Education, staff, or other students
- Carrying weapons or possession of illegal, banned, or dangerous items and/or substances on campus
- Being intoxicated or under the influence of drugs or alcohol on campus or at any PAX Institute of Education-related activity
- Refusing to identify truthfully or misrepresenting identity
- Smoking indoors or within campus premises or facilities
- Harassment, discrimination, or vilification in any form — including antisemitism, Islamophobia, and hate speech of any kind
- Photographing, recording, or filming any person without their explicit consent
- Harassing, bullying, or discriminatory behaviour through social media or other digital channels

- Non-payment of fees

For the full graduated response framework, natural justice process, and PRISMS obligations for international students, refer to the Student Code of Conduct section and the relevant policies on our website.

Resources, Assessment and Reporting

Students will be informed by their trainers of what resources they need while attending training. All assessment tasks and learning materials are accessed through PAX Institute of Education's cloud-based Learning Management System (LMS), which provides 24/7 access throughout your course.

PAX Institute of Education's assessment system is designed to collect valid evidence of student competency in a consistent, fair, and transparent manner. All assessment tools are reviewed and validated before use, whether developed internally or sourced from third-party providers.

Principles of Assessment

All assessments at PAX Institute are conducted in accordance with the four principles of assessment:

Principle	What It Means for You
Fairness	The assessment process considers your individual needs and provides support, including reasonable adjustments where required. You will receive sufficient information about assessment requirements and adequate instructions, and you have the right to appeal outcomes.
Flexibility	Assessment methods may be adjusted to accommodate your context and needs, with a variety of methods used across the course.
Validity	Each assessment task directly measures what it claims to, and is clearly linked to the relevant unit of competency.
Reliability	Assessment outcomes are consistent and repeatable across different assessors and contexts.

Rules of Evidence

Evidence you provide in assessments must satisfy the four rules of evidence:

- Validity — the evidence must directly relate to the competency being assessed
- Sufficiency — there must be enough evidence to support a judgement of competence
- Authenticity — the evidence must be verifiably your own work
- Currency — the evidence must demonstrate current skills and knowledge relevant to the workplace

Assessment Methods

Assessment approaches used at PAX Institute may include observation of performance in class, case studies, projects, assignments, presentations, role plays, and written tests. Students will be given information in advance regarding the time, content, and format of each assessment task.

For information on assessment fees including re-sit charges, please refer to the Non-Tuition Fees and Charges schedule available on our website at www.pax.edu.au.

Policy reference: PAX-T06 – Assessment Validation Policy | Available at www.pax.edu.au

Policy reference: PAX-T08 – Assessment Policy | Available at www.pax.edu.au

Assessments for VET Students

All assessment tasks are accessed through PAX Institute of Education's cloud-based Learning Management System (LMS), which provides 24/7 access throughout your course. You have two (2) attempts to complete each assessment task satisfactorily. If you are deemed "Not Yet Competent" after the second attempt, you will be required to undertake further training before reattempting the assessment tasks for that unit. A re-assessment fee will apply.

Schedules for assessment submission are shown in your course timetable. You must submit your assessments by the due date. Non-submission on the due date will result in being marked as Not Yet Competent (NYC) as your first attempt.

If PAX Institute of Education identifies that you may need additional support to complete an assessment, your trainer or Student Support Officer will contact you and offer an intervention strategy before your second attempt. You also have the right to appeal any assessment outcome — refer to the Re-Assessment Process and Complaints and Appeals sections for details.

USI — Unique Student Identifier

Students enrolling in nationally recognised training in Australia are required to have a Unique Student Identifier (USI). The USI links students to their training records, which are held in the national training collection. Students can access their records online, download them, and share them with future training organisations electronically.

The following documents are acceptable forms of ID for the USI Registry system:

- Driver's licence — issued in Australia
- Medicare card — current and issued in Australia
- Passport — Australian passport
- Birth certificate — issued in Australia
- Certificate of Registration by Descent
- Citizenship Certificate
- Visa — international passport number required
- ImmiCard — issued in Australia

For more information and to create your USI, visit www.usi.gov.au.

Provide and Update Your Current Address Details

As a condition of your student visa, you must maintain a current residential address, mobile number, and email address on your student file at all times. You must notify PAX Institute of Education of any change to these details within 7 days of the change occurring. PAX Institute of Education will update PRISMS accordingly.

You no longer need to separately notify the Department of Home Affairs of your address — the Department checks these details with your education provider through PRISMS as required. However, you must still notify PAX Institute of Education promptly so we can keep your records accurate and contact you when needed.



Keep your contact details up to date — PAX Institute of Education will send important notices about your enrolment, visa obligations, and assessment outcomes to the contact details on your file. Out-of-date details may result in you missing critical communications.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process used to determine the extent to which your previous learning or experience meets the requirements of a unit or qualification. PAX Institute of Education ensures all students are informed of their right to apply for RPL prior to enrolment. RPL is available for all eligible units unless prohibited by licensing or other regulatory conditions.

Types of Evidence for RPL

RPL assessments are conducted by qualified assessors using evidence that satisfies the principles of assessment and rules of evidence. Evidence may include:

- Structured interviews demonstrating knowledge and experience
- Practical demonstrations of skills
- Portfolio of work evidence (e.g. project documentation, emails, letters, workplace records)
- Managers' validation letters or references
- Certificates or statements of attainment from other training organisations
- Job descriptions, resumes, or outlines of previous training and development

Where prior learning partially meets a unit's requirements, gap training may be provided before re-assessment.

Applying for RPL

To apply for RPL, contact PAX Institute of Education to discuss your skills recognition and assessment options. You will receive an RPL Information Kit and be required to complete the RPL Application Form, available from our website. An appointment will be made to discuss your application. We recommend applying for RPL before enrolling or commencing your course. RPL applications received after course commencement may attract fees. Refer to the Non-Tuition Fees and Charges schedule on our website.

If RPL is granted, PAX Institute of Education will issue you with a written record of the decision, which you should retain. PAX Institute of Education will also retain a copy of the written record of your RPL acceptance for at least two years after you cease to be an enrolled student.

RPL and International Students — CRICOS Implications

If you are an international student and significant RPL is granted, this may reduce the duration of your course. In that case:

- You will be informed of the implications for your student visa and Confirmation of Enrolment (CoE)
- PAX Institute of Education will update your CoE in PRISMS to reflect the reduced course duration in accordance with the National Code 2018
- You are advised to seek advice from the Department of Home Affairs or a registered migration agent regarding any visa implications

Policy reference: PAX-T02 – Recognition of Prior Learning Policy | Available at www.pax.edu.au

Credit Transfer

PAX Institute of Education provides credit transfer (CT) to students who have previously completed equivalent units of competency, based on valid AQF certification documentation. Credit transfer is available to all students — domestic and international — and PAX Institute of Education does not charge any fee for processing credit transfers.

Eligibility

Credit is granted where a valid Statement of Attainment or Qualification has been issued by a registered training organisation or authorised provider, or where an authenticated VET transcript has been issued by the USI Registry. Credit is only granted where units are equivalent to those offered at PAX Institute. Where equivalency is unclear, a mapping check using training.gov.au is conducted.

Applying for Credit Transfer

Complete the Credit Transfer Form (available from Student Administration or on our website) and submit it with original or certified copies of your AQF certification documents. Copies will be made by our academic team and original documents returned to you. Students are encouraged to apply at the time of application or prior to course commencement; however, late applications may still be processed.

If a credit transfer is granted, PAX Institute of Education will issue you with a written record of the decision. You should retain this record. PAX Institute of Education will also retain a copy of the written record for at least two years after you cease to be an enrolled student.

Verification

PAX Institute of Education verifies all credit transfer documentation using the following methods:

- Contacting the issuing provider by email (with your consent)
- Checking transcripts via the USI Portal
- If the RTO has closed, contacting ASQA as a last resort

For students transferring between PAX Institute of Education qualifications internally, no application form is required — the credit transfer is processed via the student management system (WISNET) based on official academic records.

Credit Transfer and International Students — CRICOS Implications

Any reduction in course duration resulting from credit transfer must be indicated on your Confirmation of Enrolment (CoE). You will be informed of any visa implications and should seek advice from the Department of Home Affairs or a registered migration agent if your course duration changes.

Refusal of Credit Transfer

PAX Institute of Education will refuse a credit transfer application if:

- You are unable to provide appropriate or adequate evidence that can be authenticated
- Licensing restrictions apply to the particular training product or unit
- You are seeking to receive a full qualification entirely through credit transfer

Policy reference: PAX-T04 – Credit Transfer Policy | Available at www.pax.edu.au

Deferral, Suspension or Cancellation of Enrolment

Student-Initiated Deferral or Suspension

We recognise that there may be times when you need to temporarily pause your studies. If you wish to defer your enrolment (before commencing) or suspend it (after commencing), contact your Student Support Officer as soon as possible. All requests must be made in writing and supported by evidence.

Student-initiated deferral or temporary suspension may be granted on compassionate or compelling grounds in accordance with National Code 2018 Standard 9. Refer to the Compassionate or Compelling Circumstances section for the types of evidence required. If approved, PAX Institute of Education will notify you in writing and update PRISMS. You should contact the Department of Home Affairs for advice on any impact on your student visa.

Provider-Initiated Suspension or Cancellation

PAX Institute of Education may also suspend or cancel your enrolment in the following circumstances:

- Misbehaviour by you (including but not limited to conduct breaches outlined in this handbook)
- Non-payment of tuition fees
- Assault or commission of a crime
- Any other serious misconduct in accordance with our policies

If PAX Institute of Education decides to suspend or cancel your enrolment, you will be notified in writing stating the decision, the reasons, and your right to access the complaints and appeals process within 20 working days.

Important: PAX Institute of Education will not report any deferral, suspension, or cancellation to the Department of Home Affairs via PRISMS until: (a) the internal appeals process concludes in favour of PAX Institute of Education; OR (b) you choose not to access the process within 20 working days; OR (c) you withdraw from the process in writing. Your enrolment is maintained throughout the appeals process. Exception: where your conduct poses an immediate risk to the health or safety of others, PAX Institute of Education may act immediately.

Policy reference: PAX-S06 – Deferral, Suspension and Cancellation of Enrolment Policy | Available at www.pax.edu.au

Transfer of International Students Between Providers

Students Transferring to PAX Institute of Education

When a request for transfer is received for an incoming student, the Admissions Officer will:

- Verify the length of time the student has been with their current provider
- Sight a valid letter of offer from PAX Institute of Education
- Check whether the original provider has supplied a written letter of release and recorded it in PRISMS
- Check whether the student is government-sponsored
- Check the age, English proficiency, and medical status of the student
- Check the status of the current provider and course registration

PAX Institute of Education will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of their principal course of study, except where any of the following apply:

- The original registered provider has ceased to be registered
- The course in which the student is enrolled has ceased to be registered
- The original provider has agreed to the student's release and recorded this in PRISMS
- The original registered provider has had a sanction imposed on its registration that prevents the student from continuing their principal course
- Government sponsorship of the student considers the change to be in the student's best interest and has provided written support for the change

In addition, within the six-month restriction period, PAX Institute of Education may grant a transfer where it is assessed to be in the student's best interest — including where:

- The student will be reported for unsatisfactory course progress even after engaging with the releasing provider's intervention strategy
- There is evidence of compassionate or compelling circumstances
- The releasing provider has failed to deliver the course as outlined in the written agreement
- There is evidence that the student's reasonable expectations about their current course are not being met
- There is evidence the student was misled by the provider or an education or migration agent about the course, and the course is unsuitable to their needs
- An appeal on another matter results in a decision or recommendation to release the student

Transfers to PAX Institute of Education will generally be granted where the student meets the course entry requirements, can meet the fees for the remainder of the course, and has been complying with their visa conditions. PAX Institute of Education will refuse transfer requests from students under 18 years of age or from students who do not hold an overall IELTS score of 5.5 (Academic) or equivalent, unless special consideration applies.

Students Transferring from PAX Institute of Education

If you wish to transfer to another registered provider within six months of commencing your principal course of study, you must:

- Obtain a letter of offer from the other provider, and
- Inform PAX Institute of Education of your intention to transfer at least 14 days prior to the move

The Student Support Officer and the CEO will assess your request. PAX Institute of Education has a documented policy and process for assessing overseas student transfer requests, which is available on our website.

If the transfer is approved, it will be granted at no cost to you (subject to the refund policy). PAX Institute of Education will advise you to contact the Department of Home Affairs to determine whether a new student visa is required.

If the transfer is not approved, PAX Institute of Education will provide you with a written response including:

- The reasons for the refusal

- Your right to access PAX Institute of Education's complaints and appeals process within 20 working days

PAX Institute of Education will not finalise a refusal in PRISMS until the appeals process finds in favour of PAX Institute of Education, or you have chosen not to access the complaints and appeals process within the 20 working day period, or you have withdrawn from the process.

For full details, refer to the Student Transfer Policy and Procedure available on our website at www.pax.edu.au.

Policy reference: PAX-S07 – Student Transfer Policy and Procedure | Available at www.pax.edu.au

Complaints and Appeals Process

PAX Institute of Education is committed to ensuring all students have access to effective, fair, and transparent processes for raising feedback, complaints, and appeals.

Key Definitions

Term	Meaning
Feedback	Information provided about PAX Institute of Education's services, operations, or performance that may be used for improvement purposes.
Grievance	A concern about academic matters, perceived discrimination, a person, process, facility, or support service, raised informally with PAX Institute.
Complaint	A formal expression of dissatisfaction about any aspect of PAX Institute of Education's services, staff conduct, third party arrangements, or any decision affecting a student.
Appeal	A formal request to review an adverse decision or unfavourable outcome from an administrative, academic, or disciplinary process that affects the student.

Feedback Channels

PAX Institute of Education actively seeks feedback through multiple accessible channels to inform continuous improvement:

- Anonymous feedback via QR codes prominently displayed throughout the campus and accessible via the PAX Institute of Education website — monitored by senior management at least monthly
- AQTF Learner Engagement surveys conducted by Academic Officers each academic term, with trainers required to leave the room during collection to ensure honest responses
- Confidential individual or class interviews conducted by Academic Officers or management
- Informal feedback during classes, meetings, and student interactions
- Written feedback submissions through email, letters, or online forms

All feedback is documented and analysed for trends and improvement opportunities, and used to inform the Continuous Improvement Register. Feedback is discussed in management meetings to determine appropriate actions.

What You Can Complain or Appeal About

Students and stakeholders may raise complaints about any matters of concern, including:

- Training delivery and assessment quality
- Student support services and amenities
- Discrimination, sexual harassment, or unfair treatment
- Staff or education agent conduct and professionalism
- Administrative processes and decisions
- Fees, refunds, and financial matters
- Any other issue arising during your association with PAX Institute

Students may lodge appeals against decisions including:

- Assessment results and academic decisions, including RPL outcomes
- Disciplinary actions and sanctions
- Refund decisions
- Deferment, suspension, or cancellation of enrolment
- Intention to Report for unsatisfactory course progress or attendance
- Any administrative decision that adversely affects you

Complaints and Appeals System

PAX Institute of Education's complaints and appeals system complies with Outcome Standards 2.7 and 2.8 and National Code 2018 Standard 10. The system:

- Is available to all students free of charge — information about how to make a complaint or appeal is publicly available and easily accessible on our website and at reception
- Covers complaints about the organisation, any third parties, and any person employed or contracted by PAX Institute of Education
- Ensures all parties are afforded procedural fairness throughout the process
- Maintains confidentiality while ensuring thorough investigation
- Maintains your enrolment during an active appeals process until final resolution
- Documents all outcomes and communicates results to all parties involved
- Provides avenues for review by an independent party if requested by you at no or low cost to you
- Uses outcomes to inform continuous improvement

PAX Institute of Education will commence the complaints process within 10 working days of formal lodgement. All reasonable measures are taken to finalise the process as soon as practicable. You are supported to provide feedback and make complaints at any stage of your enrolment.

Internal Process

1. Raise your concern informally with your trainer, where appropriate, to attempt resolution.
2. If not resolved, document the complaint on the Complaints Form and submit it to the Student Support Officer. Alternatively, discuss your complaint with the Student Support Officer, Compliance Manager, or Director.
3. The Student Support Officer records the details of the complaint and discussed outcomes. This is reported to the Director or Compliance Manager.

4. Complaints are investigated fairly and objectively, with details of the investigation provided in writing to the complainant.
5. The Director or Compliance Manager will issue a written Final Decision when all internal avenues have been exhausted.
6. If you are not satisfied with the outcome, you may use the external appeals process.
7. All documentation is placed in the student's file or Continuous Improvement Register as appropriate.

At each step, PAX Institute of Education will allow you to make representation either orally or in writing before a decision is reached.

External Appeals

Where a complaint cannot be resolved through internal processes, you may seek external mediation or lodge a complaint with the relevant external authority:

External Body	Contact Details
Commonwealth Overseas Students Ombudsman	www.ombudsman.gov.au/overseas-students Phone: 1300 362 072
Dispute Settlement Centre of Victoria (DSCV)	www.disputes.vic.gov.au Phone: 1800 658 528
National Training Complaints Hotline	Phone: 13 38 73
ASQA (for complaints about RTOs)	www.asqa.gov.au Phone: 1300 701 801

Students in South Australia may also contact the Office of the Training Advocate: Ground Floor, 55 Currie Street, Adelaide SA 5000. Phone (Toll Free): 1800 006 488.

Policy reference: PAX-S03 – Feedback, Complaints and Appeals Policy | Available at www.pax.edu.au

Re-Assessment Process

Appeals of assessment outcomes must be submitted within two weeks of the date the original assessment decision is communicated to you. First, discuss your assessment outcome with your relevant trainer. If you cannot resolve the matter, you can lodge a written appeal with the Student Support Officer.

Information will be gathered regarding your assessment, and the Student Support Officer will meet with you to discuss it. If this does not resolve the matter, the formal appeals process can be activated. Please refer to the Feedback, Complaints and Appeals Policy (PAX-S03) for full details.

Note: Where academic integrity concerns have been identified — including unauthorised AI use — PAX Institute of Education may require you to re-demonstrate competency through verbal questioning or by completing an assessment under direct observation before any re-assessment appeal is considered.

Reasonable Adjustment

PAX Institute of Education enables reasonable adjustments to be made to assessment procedures for students with special needs, such as those with disabilities or with language or literacy difficulties, in accordance with our Student Training and Wellbeing Support Policy (PAX-S04) and the Disability Standards for Education 2005.

Reasonable adjustments are modifications to training delivery or assessment methods that enable students with disability to participate on an equal basis without compromising the integrity of the training product or competency standards. All adjustments are:

- Identified through collaborative discussion between the student, Student Support Officers, trainers, and external specialists where appropriate
- Documented in individual student plans and regularly reviewed for effectiveness
- Treated with strict confidentiality — information is shared only with staff who need it to implement the adjustments, always with student consent

Students can disclose disabilities or support needs at any stage through the Application to Study Form, during orientation, or by contacting the Student Support Officer at any time. PAX Institute of Education treats every case individually, ethically, and with respect for privacy.

Policy reference: PAX-S04 – Student Training and Wellbeing Support Policy | Available at www.pax.edu.au

Policy reference: PAX-S02 – Diversity and Inclusion Policy | Available at www.pax.edu.au

Section 4 – Work, Health and Safety

Occupational Health and Safety

PAX Institute of Education takes its responsibilities under the Work Health and Safety Act seriously. We are committed to:

- Providing a safe learning environment and facilities that are safe for students, employees, and visitors
- Maintaining a workplace that is safe to work in
- Providing adequate staff training including safe work procedures, infection control, and appropriate hygiene
- Maintaining facilities and equipment in good working order
- Maintaining a clean and suitably designed workplace with safe storage of goods

The following procedures must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean, and efficient working environment
- Implement procedures in accordance with State and Local Government Health regulations
- Store and dispose of waste according to health regulations
- Check all equipment for maintenance requirements and refer for repair as required
- Identify fire hazards and take precautions to prevent fire
- Use safe lifting and carrying techniques
- Ensure student safety at all times
- Implement regular fire drills and provide first aid information to all staff and students
- Display first aid and safety procedures for all staff and students to see
- Report any identified workplace health and safety hazard to the appropriate staff member

Student Responsibilities

As a student, you also have responsibilities under work health and safety legislation. This includes:

- Taking reasonable care for the health and safety of yourself and others on campus
- Cooperating with teachers, trainers, and staff
- Respecting actions taken by PAX Institute of Education to comply with WHS legislation

Any private property you bring onto PAX Institute of Education premises is your responsibility. PAX Institute of Education does not accept responsibility for the loss of or damage to your personal property, including textbooks, smart devices, tools, and equipment.

Accidents, Incidents, and Hazards

If you are involved in an accident or incident, or if you become aware of a hazard that could cause an injury or illness to yourself or others, you must report it to your teacher, trainer, or Student Support staff as soon as possible.

In an Emergency

Contact your trainers or Student Support staff immediately if you see an actual or imminent occurrence that could endanger or threaten the safety or health of any person at the college, or threatens to destroy or damage any property.

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Restricted Access Areas

Some areas of the college are restricted access areas and only authorised persons are permitted to enter these areas. You are not permitted to enter any restricted area without the consent of authorised staff or your teacher or trainer.

PAX Institute of Education First Aid Procedure

The first aid kit is located in the lounge room marked with a Green Cross. The First Aid Officer or Student Support Officer will assist you with any medical emergency.

Evacuation Procedure

In the event of a fire or emergency, please adhere to the following:

When you hear the evacuation alarm, immediately stop what you are doing and calmly proceed to the Emergency Exit.

8. Close all doors to isolate the fire
9. Assist persons with disabilities as necessary
10. Evacuate to the Assembly Area — all campuses have their own evacuation assembly area noted on the evacuation plan displayed in the main foyer. You will be informed of the specific assembly area during your Orientation.
11. DO NOT re-enter the building until instructed to do so by emergency personnel

Important Emergency Telephone Numbers

Service	Number / Details
Emergency (Police, Fire, Ambulance)	000 or 112 (mobile)
Department of Home Affairs	131 881 www.homeaffairs.gov.au
Australian Taxation Office (TFN)	132 861 www.ato.gov.au
Lifeline (24-hour crisis support)	13 11 14
Police (non-emergency)	131 444
State Emergency Service (flood/storm)	132 500
Poisons Information Centre	131 126
Interpreting Services	131 450

Overseas Student Health Cover (OSHC)

Overseas Student Health Cover (OSHC) is mandatory for all international student visa holders in Australia. OSHC is insurance that provides cover for the costs of medical and hospital care, emergency ambulance transport, and most prescription drugs that you may need while in Australia.

As an international student, you are responsible for arranging your own OSHC. PAX Institute of Education can provide guidance on registered OSHC providers if required. Please contact our Student Support team for assistance.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. You may choose to change your health fund at any time, subject to the conditions of your current provider.

Your OSHC payment must be made before you arrive in Australia. You must maintain OSHC for your entire stay in Australia. Students who could not previously access OSHC may now be eligible for Optional OSHC. Some students from countries with Reciprocal Health Agreements may be exempt — check eligibility before applying for your visa.

For more information on OSHC, visit: www.health.gov.au or www.homeaffairs.gov.au/trav/stud/more/health-insurance

Section 5 – Living in Australia and Studying in Melbourne

Living in Australia

Australia is a nation of extraordinary diversity — from coral reefs, sandy beaches, and unique wildlife to vibrant multicultural cities. If you are considering studying in Australia, it is important to research the culture, food, history, and social norms to help you adjust more easily.

Australia is governed by rules and laws that everyone is expected to respect at all times. The authorities work continuously to make this country one of the safest in the world. As an international student, following the law at all times will ensure that your stay is as pleasant and peaceful as possible.

Studying in Melbourne

Melbourne has been consistently ranked as one of the most liveable cities in the world. It is a pleasure for PAX Institute of Education to welcome you to this remarkable city to continue your learning journey.

We are located in the heart of Melbourne's CBD, a short walk from the city's most popular attractions and cultural venues. The city has an easily accessible tram network, with a free tram zone in the city centre, enabling you to discover cafes, restaurants, bars, boutiques, parks, and art galleries.

Melbourne is known for its laneways, street art, hidden restaurants, and a food and wine scene celebrated around the world. On weekends, first-rate festivals and cultural events take place throughout the city.

Finding Accommodation

Finding the right place to live is one of the most important things you will do as an international student. Melbourne offers a range of accommodation options to suit different budgets and lifestyles.

Type	Description	Approx. Cost/wk	Best for
Homestay	Live with an Australian family. Meals often included. Great for improving English.	\$300 – \$500	New arrivals; students wanting cultural immersion
Share House	Rent a room in a shared house or apartment. Split bills with housemates.	\$200 – \$400	Most students; great value
Student Apartments	Managed student buildings with common areas, security, and sometimes meals.	\$350 – \$600	Students wanting convenience and community
Private Rental	Rent an entire apartment or house. More independence but higher upfront costs.	\$400 – \$800+	Students with families or wanting more privacy



Useful accommodation websites: www.flatmates.com.au | www.realestate.com.au | www.domain.com.au | www.studymelbourne.vic.gov.au (for homestay providers). Know your rights as a renter — visit Tenants Victoria at www.tenantsvic.org.au or call 03 9416 2577.

Getting Around Melbourne — Myki and Public Transport

Melbourne has an extensive public transport network covering trams, trains, and buses. All are managed by Public Transport Victoria (PTV).

◆ Get a Myki Card

Myki is Melbourne's rechargeable transport card. You need one to travel by train, tram, or bus (except within the Free Tram Zone). Buy one at 7-Eleven stores, train stations, or online at www.ptv.vic.gov.au. Cost: \$6 for the card, then top up with credit.

◆ Free Tram Zone

Trams are FREE within Melbourne's CBD Free Tram Zone — including to and from PAX Institute of Education at 16/190 Queen Street. No Myki required inside the zone. Check the zone boundaries at www.ptv.vic.gov.au.

◆ Concession Fares

Full-time students may be eligible for concession fares, which significantly reduce your transport costs. Check eligibility at www.ptv.vic.gov.au/tickets/concession or ask Student Support.

◆ Plan Your Journey

Use the PTV Journey Planner app or website (www.ptv.vic.gov.au) to plan any trip in Melbourne. Google Maps also works well for Melbourne public transport directions.

Health — Medicare and OSHC

Understanding the difference between Medicare and Overseas Student Health Cover (OSHC) is important for managing your health in Australia.

Medicare (for Australian residents)

✗ Not available to most international students on student visas

✗ Covers Australian citizens and permanent residents

Note: Some reciprocal agreements exist for certain countries — check with DHA before applying for your visa.

OSHC (for international students)

✓ Mandatory for international student visa holders

✓ Covers GP visits, hospital, emergency ambulance, and most prescriptions

✓ Must remain valid for your entire stay in Australia

You are responsible for arranging your own OSHC. PAX Institute of Education can assist if needed. For more information, visit: www.homeaffairs.gov.au/trav/stud/more/health-insurance. For health services near the campus, use the healthdirect service finder at www.healthdirect.gov.au.

Cultural Adjustment

Moving to a new country is exciting but can also be challenging. It is completely normal to experience a range of emotions when adjusting to life in Australia — including homesickness, culture shock, or feeling overwhelmed. These feelings are very common and they do get better with time.

70%

of students report homesickness in first term

92%

of students say adjustment was easier with support

30+

cultural backgrounds represented in our student community

► Connect with Others

Talk to your classmates, join student activities, and connect with the multicultural community in Melbourne. Shared experiences help enormously.

► Reach Out for Support

PAX Institute of Education's Student Support Officer is available Monday to Friday 9am–5pm. OSHC providers also offer mental health phone lines in multiple languages.

► Melbourne's Community

Melbourne has vibrant multicultural communities — find your local community, cultural centres, places of worship, and cultural events through the City of Melbourne website.

► It Takes Time

Most students report feeling much more settled by their second term. Give yourself time to adjust and don't hesitate to ask for help.

Useful support services for cultural adjustment and mental health:

- Multicultural Communities Council of Victoria: www.mccv.org.au
- Settlement Services International: www.ssi.org.au
- Migrant Information Centre (Eastern Melbourne): www.miceastmelbourne.com.au
- beyondblue: www.beyondblue.org.au | Phone: 1300 22 4636
- MOST (free online mental health support for ages 12–25): www.most.org.au
- headspace (mental health for young people): www.headspace.org.au

If PAX Institute of Education Cannot Deliver Your Course — Provider Default

While we are committed to delivering every course we offer, Australian law protects you in the unlikely event that a registered provider cannot do so. This is called a "provider default."

✓ What Happens

If PAX Institute of Education were ever unable to deliver your course (e.g. ceasing to operate or losing registration), we are required to notify the Tuition Protection Service (TPS) Director and report via PRISMS within 3 business days.

✓ Your Protection — TPS

The Tuition Protection Service (TPS) is an Australian Government initiative that ensures you can either: (1) complete your studies with another registered provider at no extra cost, or (2) receive a refund of your unspent tuition fees.

PAX Institute of Education is a member of the Tuition Protection Service in accordance with the ESOS Act 2000. For more information about the TPS, visit: www.tps.gov.au.

You do NOT need to do anything to trigger TPS protection — it operates automatically if a provider defaults. However, if you ever have concerns about a provider's ability to deliver your course, you can contact the Overseas Students Ombudsman at www.ombudsman.gov.au.

Useful Websites — Melbourne and Victoria

The following websites provide valuable information to help you settle into life in Melbourne and Victoria as an international student:

PAX Institute of Education Pty Ltd T/A PAX Institute of Education	CRICOS No: 03152D	RTO No: 22207	Website: www.pax.edu.au
Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
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Studying and Living in Melbourne	
Study Melbourne — official Victorian Government resource for international students	www.studymelbourne.vic.gov.au
City of Melbourne — international student support services and community resources	www.melbourne.vic.gov.au/international-students
Visit Victoria — discover events, tourism, and lifestyle in Victoria	www.visitvictoria.com
Victoria State Government — services, transport, health and community info	www.vic.gov.au
Public Transport Victoria (PTV) — trams, trains and buses in Melbourne	www.ptv.vic.gov.au
Melbourne Open House — architecture, culture and events in Melbourne	www.melbourne.vic.gov.au
Health and Wellbeing	
Healthdirect Australia — health information and service finder	www.healthdirect.gov.au
OSHC — Overseas Student Health Cover information	www.homeaffairs.gov.au/trav/stud/more/health-insurance
Department of Health Victoria — public health, services and wellbeing	www.health.vic.gov.au
Lifeline — 24/7 crisis support and counselling	www.lifeline.org.au Phone: 13 11 14
Beyond Blue — mental health support and resources	www.beyondblue.org.au Phone: 1300 22 4636
MOST — free online mental health support for ages 12–25	www.most.org.au
Headspace — mental health support for young people	www.headspace.org.au
Visas, Immigration and Government	
Department of Home Affairs — visa conditions, student visa information	www.homeaffairs.gov.au
Student visa conditions — full list of mandatory conditions	www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students
PRISMS — Provider Registration and International Student Management System	prisms.education.gov.au
CRICOS — Commonwealth Register of Institutions and Courses for Overseas Students	cricos.education.gov.au
Overseas Students Ombudsman — complaints and appeals for international students	www.ombudsman.gov.au/what-we-do/overseas-students
Australian Government — official government services and information	www.australia.gov.au
Work and Finances	

Australian Taxation Office (ATO) — tax file numbers, tax returns, superannuation	www.ato.gov.au
ATO — departing Australia superannuation payment	www.ato.gov.au/departaustralia
myGov — access government services including myTax online	my.gov.au
Fair Work Ombudsman — employment rights, pay rates, working conditions	www.fairwork.gov.au
Fair Work — information for visa holders and migrants	www.fairwork.gov.au/find-help-for/visa-holders-migrants
SEEK — online job search	www.seek.com.au
CareerOne — online job search	www.careerone.com.au
Legal and Community Services	
Victoria Legal Aid — free legal information and advice	www.legalaid.vic.gov.au Phone: 1300 792 387
Consumer Affairs Victoria — tenancy rights, consumer protection	www.consumer.vic.gov.au
Tenants Victoria — rights and information for renters	www.tenantsvic.org.au Phone: 03 9416 2577
Dispute Settlement Centre of Victoria (DSCV) — free mediation services	www.disputes.vic.gov.au Phone: 1800 658 528
Victorian Equal Opportunity and Human Rights Commission	www.humanrightscommission.vic.gov.au
Anti-Discrimination Victoria — report discrimination or harassment	www.humanrightscommission.vic.gov.au
Education and Training	
National Training Register — verify qualifications and RTOs	www.training.gov.au
ASQA — Australian Skills Quality Authority	www.asqa.gov.au
USI — Unique Student Identifier registry	www.usi.gov.au
Australian Qualifications Framework (AQF)	www.aqf.edu.au
Emergency Services	
Emergency Services (Police, Fire, Ambulance)	Call 000 (or 112 from a mobile)
Victoria Police — non-emergency enquiries	www.police.vic.gov.au Phone: 131 444
State Emergency Service (SES) — flood and storm emergencies	www.ses.vic.gov.au Phone: 132 500
Poisons Information Centre — Australia-wide	Phone: 131 126

All information in this section was current at the time of publication. Website addresses and contact details are subject to change. Students are encouraged to check the relevant website directly for the most up-to-date information.

Section 6 – Managing Finances

Initial Expenses

The following table provides an estimate of costs you may encounter when you first arrive in Australia. Costs will vary depending on your circumstances and lifestyle.

Expense	Estimated Cost
Temporary accommodation	\$400 – \$700 per week
Rental bond (four weeks rent)	\$1,000 – \$1,600
Advance rent (two weeks)	\$500 – \$800
Electricity, gas, telephone, internet connections	Often free with 2-year agreement*
Mobile phone and/or SIM card	Often free with 2-year agreement*
Household items (furniture, crockery, etc.)	\$400 – \$700
Transportation	\$150 – \$250 per month
Textbooks and educational expenses	\$100 – \$300
Insurance (house, car, health)	Varies
TOTAL (estimated)	\$2,500 – \$4,500

* Connection fees and availability of free connections vary by provider. Always check current plans before signing agreements.

Ongoing Monthly Expenses

Once you have established yourself in accommodation, the following provides an estimate of monthly expenses for a single person in shared accommodation. Costs will be higher for single accommodation.

Monthly Expense	Estimated Cost
Rent (single room in shared accommodation)	\$800 – \$1,400
Food	\$400 – \$600
Electricity and gas	\$80 – \$120
Telephone and internet	\$60 – \$100
Mobile phone	\$30 – \$60
Transportation (public transport)	\$150 – \$200
Entertainment	\$150 – \$300
Insurance	\$40 – \$80
TOTAL (estimated)	\$1,710 – \$2,860

These figures are indicative only. The Australian Government's living cost requirements for student visa purposes may differ. Check the current requirements at www.homeaffairs.gov.au for the most up-to-date figures.

Setting Up a Bank Account

You can choose to open an account at any bank, credit union, or building society in Australia. To open a bank account, you will typically need:

- Your passport (with arrival date stamped by Australian immigration)
- Your student ID card
- Money to deposit into the account (as little as \$10)

100 points of identification is required to open an account. Your passport and proof of arrival date in Australia will generally be accepted as 100 points if you open an account within six weeks of arrival. After this time, additional documentation may be required.

Many banks offer student accounts with reduced or no fees. Check your bank's current offerings, as these may change. For a comparison of accounts, visit www.banks.com.au/personal/accounts.

Most Australians use internet banking and telephone banking to manage their finances, pay bills, and make transfers from home. You can request these services when setting up your account.

Working in Australia

Permission to Work

People granted Australian student visas automatically receive permission to work with their visa grant. Most student visa holders do not need to apply separately for permission to work. However, you will NOT be able to work in Australia until the first official day of your classes when your education provider confirms your study commencement.

Working While Studying

Your student visa conditions regarding work are as follows:

- You are not permitted to start work until you have commenced your course of study
- During a period when your course is in session, you can work a maximum of 48 hours per fortnight
- You can work unlimited hours when your course is not in session

The Department of Home Affairs considers your course to be "in session":

- For the duration of the advertised semesters (including periods when exams are held)
- If you have completed your studies and your Confirmation of Enrolment is still in effect
- If you are undertaking another course during a break from your main course and the points will be credited to your main course

For a full list of mandatory and discretionary student visa conditions, visit www.homeaffairs.gov.au. Work conditions are subject to change by the Australian Government — always check the current requirements on the Department of Home Affairs website.

Finding Work

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Address: 16/190 Queen Street, Melbourne VIC 3000, Australia	Tel: +61 3 9041 3466	Fax: +61 3 9041 3467	Email: info@pax.edu.au
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You may find it competitive to find work in Australia, so you should not rely solely on employment income when budgeting for living expenses. There are many ways to find a job:

- Online job boards — www.seek.com.au and www.careerone.com.au
- Newspapers
- PAX Institute of Education notice boards
- Referrals and networking
- Work experience during your course

Earning an Income

Taxes are managed through the Australian Taxation Office (ATO). The tax you pay depends on how much you earn. For current tax rates and thresholds, visit www.ato.gov.au.

Getting a Tax File Number (TFN)

You must obtain a Tax File Number to work in Australia. A TFN is your unique reference number in the Australian tax system. When you start work, your employer will ask you to complete a TFN declaration form. If you do not provide a TFN, your employment will be taxed at the highest personal income tax rate.

You can apply for your TFN online at www.ato.gov.au or by phoning 13 28 61 (Monday to Friday, 8am to 6pm). For an ATO translating and interpreter service, phone 13 14 50.

Taxation Returns

If you pay too much tax, you are entitled to a refund. To get a refund, you must lodge a tax return. Tax returns can be lodged online using myTax through myGov (free), or through a registered tax agent. Tax returns are lodged at the end of the Australian tax year (1 July to 30 June). For more information, visit www.ato.gov.au.

Superannuation

If you are employed in Australia, your employer may be required to make superannuation (pension) contributions on your behalf. For the current superannuation rate and your employer's obligations, visit www.ato.gov.au. In most cases, you can access your superannuation contributions when you leave Australia permanently, although the contributions will be taxed. For information on claiming your superannuation when departing, visit www.ato.gov.au/departaustralia.

The information provided in this section is general in nature and subject to change. The college cannot be held responsible for the interpretation of this information. Students are strongly encouraged to contact the relevant government department or visit the appropriate website for current and accurate information at all times.

Section 7 – Terms and Conditions, Fees, Credit Reporting and Privacy

Terms and Conditions

Genuine Student (GS) Assessment

As of 23 March 2024, the Genuine Temporary Entrant (GTE) requirement was replaced by the Genuine Student (GS) assessment under the Migration Amendment (Strengthening Student Visa Settings) Act 2024. The GS assessment applies to all new student visa applications and determines whether an applicant is a genuine student — that is, whether they genuinely intend to study in Australia and their application is consistent with a temporary stay for study purposes.

The Department of Home Affairs assesses the GS criterion based on your individual circumstances, including your study intentions, ties to your home country, immigration history, and value of the course to your future. PAX Institute of Education staff cannot provide migration advice, but can direct you to the Department of Home Affairs website at www.homeaffairs.gov.au or to a registered migration agent for further guidance.

The Agreement

The Letter of Offer, Acceptance of Offer, and these Terms together form a binding Written Agreement between PAX Institute of Education and the student, in accordance with National Code 2018 Standard 3. The following conditions apply:

- Provision of enrolment is subject to payment of agreed fees as detailed in the Letter of Offer
- Refund calculations are based on the minimum payment in accordance with the ESOS Act 2000
- The Terms may be subject to variation to comply with any Australian Commonwealth or State law, regulation, or amendment
- PAX Institute of Education's responsibilities to the student pertain only to the course(s) outlined in the Letter of Offer
- All conditions and special notes in the Letter of Offer must be met prior to PAX Institute of Education issuing a Confirmation of Enrolment
- Students must meet the minimum English language proficiency requirement for entry into the course (refer to PAX-T03 Course Entry Requirement Policy)
- Attendance at Orientation is compulsory
- Students must attend all classes and complete all assessments during a course and must abide by all rules and regulations of PAX Institute of Education
- Students must maintain minimum 50% course progress in accordance with visa requirements
- Students must maintain a current residential address, mobile number, and email address on their student file at all times, and notify PAX Institute of Education of any changes within 7 days
- Students must notify PAX Institute of Education of emergency contact details and any changes within 7 days
- All student records are retained for a minimum of two years after the student ceases to be an enrolled student
- Students are responsible for supplying their Unique Student Identifier (USI) to the college before any transcript, qualification, or testamur may be issued
- Students are responsible for keeping a copy of the Written Agreement and receipts of any tuition or non-tuition fee payments

- Personal information about the student may be disclosed to the Commonwealth (including the TPS), state or territory agencies, and relevant government departments in accordance with the Privacy Act 1988 and as required by the ESOS Act 2000

International students are protected by the Education Services for Overseas Students (ESOS) legislative framework. The ESOS framework provides students with tuition protection, quality assurance, and rights to complaints and appeals. For more information, visit: www.internationaleducation.gov.au.

This agreement, and the availability of a complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws. Overseas students have access to the Overseas Students Ombudsman at www.ombudsman.gov.au/what-we-do/overseas-students or phone 1300 362 072.

Important: This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Policy reference: PAX-S05 – Privacy Policy | Available at www.pax.edu.au

Student Visa Conditions

Student visas are normally issued for the period of the course or courses being undertaken. Students needing to extend their visa should contact the Department of Home Affairs directly. PAX Institute of Education staff cannot provide visa advice but can assist in directing you to appropriate professional pathways.

International students are responsible for meeting all visa conditions as specified by the Australian Government. The key visa conditions include:

- Students on international student visas MUST abide by the conditions of their visa at all times
- You CANNOT work more than 48 hours per fortnight when your course is in session
- You must remain enrolled in a CRICOS-registered course
- You must attend and progress in your course satisfactorily as defined by PAX Institute of Education
- You must maintain Overseas Student Health Cover for your entire stay in Australia
- You must continue to have sufficient financial capacity to support your study and stay in Australia
- You must maintain adequate schooling arrangements for any school-age dependants who join you in Australia on a student dependent visa for more than three months
- You must notify your education provider of your residential address in Australia within seven days of arriving, and notify PAX Institute of Education of any change to your residential address, phone number, email address, or emergency contacts within seven days of the change
- You must notify your education provider of a change of education provider within seven days of receiving the electronic Confirmation of Enrolment or evidence of enrolment

Mode of Delivery Restriction: PAX Institute of Education may not deliver more than one-third of the units of your VET course by online or distance learning, and may not deliver your course exclusively by online or distance learning. Your course is primarily delivered face-to-face in accordance with your student visa conditions and the National Code 2018.

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Extension of Course Duration

PAX Institute of Education must not extend the duration of your enrolment if you are unable to complete your course within the expected duration specified on your CoE, unless:

- There are compassionate or compelling circumstances, assessed by PAX Institute of Education on the basis of demonstrable evidence
- PAX Institute of Education has implemented, or is in the process of implementing, an intervention strategy because you are at risk of not meeting course progress requirements
- An approved deferral or suspension of your enrolment has occurred under the deferral and suspension provisions of the National Code 2018

If your course duration is extended for any of the above reasons, PAX Institute of Education will advise you to contact the Department of Home Affairs to seek advice on any potential impact on your visa, including whether you need to obtain a new visa.

For current details of student visa conditions, visit the Department of Home Affairs website at www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students or call 131 881.

Fees and Charges Policy

PAX Institute of Education charges a variety of fees and charges for courses in relation to market demand. The key principles governing our fees and charges are:

- Tuition fees for vocational courses must be paid at least six weeks prior to the commencement of each semester
- If a student wishes to withdraw from the course, they should give at least one term's notice before the next semester begins
- PAX Institute of Education reserves the right to withhold certificates and results until all fees have been paid
- PAX Institute of Education reserves the right to refuse re-enrolment if fees are not paid by the due date
- PAX Institute of Education reserves the right to forward defaulting students' details to a debt collection agency and may list the defaulting student with credit reporting bodies, which may adversely impact the student's ability to apply for credit
- All fees and charges are published on our website at www.pax.edu.au
- Students are notified in their Letter of Offer and Acceptance (Written Agreement) of all fees and charges

For the current and complete Fees and Charges Schedule, including tuition fees, non-tuition fees, and payment terms, please visit www.pax.edu.au or contact our admissions team at admissions@pax.edu.au. Fees are reviewed at least annually and are subject to change.

Payment Methods

All fee payments must be made in Australian dollars and can be paid by:

- Cash

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- Bank transfer (EFT) — use your student ID followed by your surname as the reference (e.g., JohnTR18)
- Direct or SWIFT deposit (for international transfers)
- Credit card or debit card
- Bank cheque or money order
- Other approved electronic methods

PAX Institute of Education will issue an official receipt for all payments. Please retain all receipts as proof of payment. For bank transfer details, contact Student Administration.

Policy reference: PAX-F02 – Fees and Charges Policy | Available at www.pax.edu.au

Non-Payment of Tuition Fees

If you do not pay your tuition fees:

- You will not be compliant with the conditions of your student visa
- In the event of a final notice to cancel your CoE, you will have 20 working days to access the Complaints and Appeals process
- Your CoE will be cancelled and the Department of Home Affairs will be informed

Overseas Student Health Cover

As a condition of your student visa, the Australian Government requires you to have Overseas Student Health Cover (OSHC) for the duration of your visa. You are responsible for arranging your own OSHC. PAX Institute of Education can assist if required. You cannot obtain a valid student visa without proof of OSHC.

If you extend your period of study, you must maintain your OSHC and advise the college of your new expiry date. For information, contact your OSHC provider or the college.

Tuition Assurance

In accordance with the ESOS Act 2000, PAX Institute of Education ensures the security of student fees through membership of the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government that assists students whose education providers are unable to fully deliver their course of study, ensuring students can either complete their studies with another provider or receive a refund of unspent tuition fees.

Fees and Refund Policy

This section summarises PAX Institute of Education's approach to fees, refunds, and payment obligations. Full details are available in the Fees and Refund Policy (PAX-F01) and Fees and Charges Policy (PAX-F02) on our website.

The only refundable fees are tuition fees. Fee refunds are based on unexpended (unused) tuition fees. The enrolment or application fee and material fee are not eligible for refund; however, if materials have not yet been supplied at the time of applying for a refund, the material fee may be refunded.

Where an enrolment change is necessitated by illness or other exceptional and compassionate circumstances beyond the student's control, any refund of tuition fees is contingent upon approval by the CEO. Each application under unusual circumstances will be examined on a case-by-case basis with supporting documents.

The date the written notice is received by PAX Institute of Education is the Default Date and is used for the calculation of any refund or cancellation.

Procedure for Claiming Refunds

All refund claims must be submitted in writing via the college's Refund Request Form, accompanied by complete and appropriate supporting documents. The Refund Request Form is available on our website at www.pax.edu.au.

All refund applications must be made and signed in person by the student. Where it is not possible for the student to be present in person, the student must send a scanned copy of their signed form by email. The Receivables Officer will verify the student's identity before processing any email applications.

All applications for refund will be authorised by the CEO or a designated officer. In normal circumstances, PAX Institute of Education will process refunds within four weeks of receipt of the completed and signed Refund Request Form together with appropriate supporting documents.

Refund Conditions

Refund entitlements depend on the circumstances under which the enrolment ends or changes, including whether the change is initiated by the student or by PAX Institute of Education, and the timing of the request relative to the course start date.

The complete and current Fees and Refund Policy — including all refund conditions, specific scenarios (visa refusals, provider default, compassionate circumstances, transfers, leave of absence, abandonment), and the refund application procedure — is available on our website at www.pax.edu.au. Students are strongly encouraged to read this policy in full before making any decisions about withdrawing from or changing their enrolment.

Policy reference: PAX-F01 – Fees and Refund Policy | Available at www.pax.edu.au

Policy reference: PAX-F02 – Fees and Charges Policy | Available at www.pax.edu.au

Credit Reporting Policy

PAX Institute of Education recognises the importance of privacy and is committed to protecting the privacy of individuals when handling their credit information and credit eligibility information. Our Credit Reporting Policy outlines how we manage credit information in an open and transparent manner in accordance with Part IIIA (Credit Reporting) of the Commonwealth Privacy Act 1988.

We collect, hold, use, and disclose credit information for purposes relating to our functions and activities, including:

- Assessing eligibility to be provided with our services
- Assessing applications for credit in connection with the provision of our services
- Assisting students to avoid defaulting on payment obligations
- Collecting overdue payments
- Managing credit that we provide
- Complying with our legal and regulatory obligations

For the complete Credit Reporting Policy, including your rights to access and correct your credit information, how to make a complaint, and how to contact our Privacy Officer, please visit www.pax.edu.au.

If you are not satisfied with our response to a complaint, you may contact the Office of the Australian Information Commissioner: Phone 1300 363 992 | Email: enquiries@oaic.gov.au | GPO Box 5218, Sydney NSW 2001.

Privacy Policy

PAX Institute of Education is committed to maintaining the privacy and confidentiality of all personnel and participant records. PAX Institute of Education complies with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

PAX Institute of Education manages personal information in an open and transparent way. Our APP Privacy Policy outlines how we collect, use, disclose, store, and protect your personal information.

We collect personal information for purposes including:

- Providing services to students and clients
- Day-to-day administration of PAX Institute of Education
- Looking after students' educational, social, cultural, and medical wellbeing
- Satisfying legal obligations and allowing the college to discharge its duty of care
- Promoting products and services ethically and accurately
- Complying with reporting requirements under the ESOS Act 2000, the NVR Act 2011, and associated legislative instruments

PAX Institute of Education may disclose personal information to government departments (Commonwealth, State, or Local), Australian Apprenticeships Centres, employers and their representatives, and service providers such as credit agencies, as required by law or for valid business purposes.

Individuals have the right to request access to and correction of their personal information held by PAX Institute of Education at any time. To request access, contact your academic officer.

For the complete Privacy Policy, including information about how we collect, hold, use, and disclose personal information, your rights of access and correction, and our complaints procedure, please visit www.pax.edu.au.

If you believe PAX Institute of Education has breached its privacy obligations, you may contact our Privacy Officer at: admin@pax.edu.au. Unresolved complaints may be escalated to the Office of the Australian Information Commissioner at www.oaic.gov.au.

Policy reference: PAX-S05 – Privacy Policy | Available at www.pax.edu.au

Policy reference: PAX-S01 – Student Information Policy | Available at www.pax.edu.au

Grievances and Appeals — Fees

A student may appeal against a decision made with respect to fees, including refunds. Such an appeal must be lodged in writing in accordance with the processes detailed in the Feedback, Complaints and Appeals Policy (PAX-S03).

The availability of PAX Institute of Education's complaints and appeals process does not remove the right of a student to take action under Australia's consumer protection laws or to lodge an appeal with a relevant external body.

Policy reference: PAX-S03 – Feedback, Complaints and Appeals Policy | Available at www.pax.edu.au

Glossary of Key Terms

Common acronyms and terms used in this handbook

Term / Acronym	Meaning
AQF	Australian Qualifications Framework — the national framework that standardises qualifications across all education sectors in Australia.
ASQA	Australian Skills Quality Authority — the national regulator for vocational education and training (VET) and registered training organisations (RTOs).
CoE	Confirmation of Enrolment — an official document issued by PAX Institute of Education confirming your enrolment in a CRICOS-registered course. You need a CoE to apply for or maintain your student visa.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students — the official register of Australian education providers and courses approved to enrol international students. PAX Institute of Education's CRICOS number is 03152D.
ELICOS	English Language Intensive Courses for Overseas Students — English language programs approved for international students on student visas. Completion of an ELICOS Upper Intermediate level may satisfy English entry requirements for VET courses at PAX Institute.
ESOS Act	Education Services for Overseas Students Act 2000 — the key Australian legislation that protects the rights of international students and governs how registered providers must operate.
GS	Genuine Student — the visa assessment criterion introduced on 23 March 2024 replacing the former Genuine Temporary Entrant (GTE) test. The Department of Home Affairs uses it to assess whether a student visa applicant genuinely intends to study in Australia temporarily. It replaced GTE under the Migration Amendment (Strengthening Student Visa Settings) Act 2024.
ITR	Intention to Report — a formal written notice issued to an international student advising that PAX Institute intends to report unsatisfactory course progress or attendance via PRISMS.
LLN	Language, Literacy and Numeracy — the foundational skills assessed during the Pre-Training Review to ensure you can successfully participate in your course.
LMS	Learning Management System — PAX Institute of Education's online platform where you access course materials, submit assessments, and track your progress, available 24/7.
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018 — the regulatory framework that sets the standards providers must meet when delivering services to international students.
NYC	Not Yet Competent — an assessment outcome indicating that you have not yet demonstrated the required standard of competency for a unit. You will have the opportunity to re-attempt.
OSHC	Overseas Student Health Cover — the mandatory health insurance that international students on student visas must hold for the duration of their stay in Australia. It is your responsibility to arrange and maintain OSHC.

PRISMS	Provider Registration and International Student Management System — the Australian Government database through which PAX Institute of Education reports changes to your enrolment status, attendance, and other required information.
RPL	Recognition of Prior Learning — the process of having your existing skills, knowledge, and experience assessed against the requirements of a training product, potentially reducing the units you need to complete.
RTO	Registered Training Organisation — a training provider registered with ASQA to deliver nationally recognised vocational education and training. PAX Institute of Education's RTO number is 22207.
SCV	Student Course Variation — any change to the original Confirmation of Enrolment, including deferrals, suspensions, cancellations, or changes to start or end dates.
TFN	Tax File Number — a unique identifier issued by the Australian Taxation Office (ATO) required for working and lodging tax returns in Australia.
TPS	Tuition Protection Service — the Australian Government initiative that protects international students if a registered provider is unable to deliver their course, by arranging alternative enrolment or a refund.
USI	Unique Student Identifier — a reference number that creates a life-long record of all VET training and qualifications you complete in Australia. You must have a USI before any certificate can be issued.
VET	Vocational Education and Training — the sector of the Australian education system that provides practical, skills-based training and nationally recognised qualifications, as delivered by PAX Institute of Education.
WBT	Work-Based Training — a component of certain courses where you complete practical training hours in a real or simulated workplace environment.
Written Agreement	The binding agreement between you and PAX Institute of Education, comprising the Letter of Offer, Acceptance of Offer, and Terms and Conditions. You must keep a copy of your Written Agreement.



If you encounter a term or acronym in this handbook that is not listed above, please contact your Student Support Officer — we are happy to explain.

PAX Institute of Education

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Information in this handbook is subject to change. For the most current policies, fees, and course information, visit www.pax.edu.au.

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