

Important New Information for Students at Global College

The Department of Education, Employment and Workplace Relations (DEEWR) would like to thank all students who attended the meeting on Thursday 21 February 2008. The meeting was an important step in the process to help students make an orderly transition from Global College to suitable alternative courses with a new provider, or to obtain a refund of course money.

In particular, the meeting was an excellent opportunity for this Department to hear from you about the issues that you are facing and some of your immediate concerns. We understand that at present, there are many unanswered questions. We will try and get you answers as quickly as possible, so please check into this website regularly.

Current Situation at Global College

We have been advised that on 22 February 2008, Global College went into voluntary administration. We understand that this means teaching will continue, at least for the time being, with English language and Schools, but VET courses remain cancelled.

What Happens Now

As you would know from previous Fact Sheets and from the meetings we held with you last Thursday (21 February 2008) at the Wesley Centre in Sydney, there are three layers to the Australian Government's consumer protection framework.

The Australian Government Department of Education, Employment and Workplace Relations (DEEWR) is in touch with the administrators and we expect to know within the next 24 hours whether the administrator is able to honour Global College's obligation to provide you with a suitable alternative placement in a new college, or with a full refund of course money paid.

If it emerges that the administrator cannot do this, we will act immediately to activate the Tuition Assurance Scheme (TAS) run by the Australian Council for Private Education and Training (ACPET). Once activated, the ACPET TAS will seek to place you in a suitable alternative course. If this is not possible under the TAS arrangements, you will be referred to the Assurance Fund established under the Education Services for Overseas Students Act 2000 (the Act) for further assistance.

What happened at the Meeting with Students?

As you probably know, two meetings were held with students of Global College on Thursday 21 February 2008. These meetings gave us the opportunity to speak with you directly about the situation with Global College, and to let you know next steps in the process. In addition, representatives from the Department of Immigration and Citizenship (DIAC) spoke about assistance in respect of your visas.

We understand that at this stage, there are a great many unanswered questions but be assured that we are working hard to get you the answers you want.

In the meantime, the following Frequently Asked Questions and answers may assist:

- ***When did the provider default occur?***

The registration and approval for Global College to teach international students expired on 23 January 2008.

- ***I cancelled my course before 23 January 2008. Am I entitled to a full refund of my course fees?***

If you cancelled your course before 23 January 2008, this is considered a 'student default' and you may not be entitled to a full refund of your course fees but you may be entitled to some refund from Global College under your individual written agreement with Global College.

- ***I cancelled my course on or after 23 January 2008. What are my rights?***

If you have cancelled your course or are still enrolled at Global College on or after 23 January 2008, you are entitled to access consumer protection arrangements. You will be offered a place in another course or you may be refunded the course money that you have paid to Global College.

- ***I have already received a qualification from Global College. Is this qualification valid?***

Any qualification issued by Global College before 23 January 2008 is a valid qualification issued by a Registered Training Organisation.

Students should watch this web page for further updates on the many questions surrounding academic transcripts and statements of attainment as the issues are clarified.

- ***I applied to study in one course, but ended up studying in another. Which course of study will I be placed in with an alternative provider?***
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The Department is aware that there are issues for many Global students about their course of study and we hope to take into account which course you originally came here to study when making arrangements for placements.

We will be making contact with students to find out more from you about this problem soon. In the meantime, it is a good idea to make sure that you have a copy of your original letter of offer and your CoE(s).

Key Messages from the Meeting

- You do not need to enrol yourself in another course at this time
- You should regularly check this fact sheet for updates on this situation
- **IMPORTANT: IF YOU DID NOT ATTEND THE MEETING OR HAVE NOT YET FILLED OUT A YELLOW FORM ASKING FOR YOUR CONTACT DETAILS, You should click on the following link to the form (http://www.aei.gov.au/AEI/ESOS/Global_College_contact_details_pdf.pdf).** Print out a copy and fill in all the required information. Then you can either fax this form to (02) 6123 6105

OR

Scan in a completed form and attach to an email to esosmailbox@dest.gov.au

OR

Send your completed form to the address below:

ESOS Consumer Protection & Registrations Unit
Location Code: 430
GPO Box 9880
CANBERRA ACT 2601

- Pass this information on to your friends and classmates at Global College to make sure everybody is fully informed of what is happening.

For More Information

- For General Updates on Global College, Visit Australian Education Online: www.aei.dest.gov.au/ESOS
 - For Visa Issues, visit www.immi.gov.au or phone 131 881 in Australia. For students located outside Australia, contact details are available on the Department of Immigration and Citizenship's website at <http://www.immi.gov.au/contacts/overseas/index.htm>.
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