



INTERNATIONAL STUDENT HANDBOOK 2026





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WELCOME – FROM THE CEO

Welcome to Marriott Academy. Marriott Academy is committed to providing a safe and professional environment in which our students will be able to achieve their potential.

Our organisation is founded on the principles of quality, fairness and respect for the individual. Our expectation is that all Marriott Academy staff and students work as a team in order to maintain the highest educational standards and foster continuous improvement.

Marriott Academy understands that when international students make the decision to undertake studies in Australia, it is not a decision made lightly, and the outcomes can be life changing. Overseas students may be faced with many challenges whilst studying in Australia, and Marriott Academy assures all of their students that they will be supported and valued throughout their time at Marriott Academy. All Marriott Academy staff are expected to act as a team in the provision of its services, and students should feel comfortable and confident to approach any of our staff members for support.

Marriott Academy is committed to equipping graduates with practical skills and knowledge to help them succeed in their chosen industry. As global demand booms for entrepreneurial and innovative thinkers, Marriott Academy has re-engineered their approaches to teaching and learning to inspire thought-leading creativity among students in leadership and management. Marriott Academy will teach students the practical skills and theoretical knowledge to ensure they succeed in a fast-changing world and remain work-ready agile in challenging times.

Marriott Academy will make graduates work-ready and will have gained an understanding of what it takes to succeed in the global workforce. A qualification from Marriott Academy will make graduates very attractive potential employees to employers around the world.

Marriott Academy is responsible for the quality of training provided and, as such, is committed to a process of constant review and continuous improvement.

Working together for bright futures.

Mr. Saurabh Mani

CEO



ABOUT THIS HANDBOOK

This handbook has been designed to provide you with all the essential information you need about studying with Marriott Academy in Australia. It serves as a comprehensive guide to support you throughout your learning journey, from enrolment and student support services to academic expectations, campus life, and important policies and procedures.

By choosing Marriott Academy as your education provider, you are making an important investment in your future. You are selecting a provider that is committed to delivering high-quality, industry-relevant education and training that equips students with the practical skills, knowledge, and confidence needed to succeed in today's competitive global workforce. Our courses are developed to meet current industry standards and to help prepare you for further study, career opportunities, and personal growth.

We are dedicated to creating a supportive, inclusive, and engaging learning environment where students from diverse backgrounds can thrive academically and personally. We look forward to supporting you every step of the way as you work towards achieving your educational goals in Australia.

OBLIGATIONS TO OUR STUDENTS

Marriott Academy is a Registered Training Organisation (RTO) and CRICOS-registered provider regulated by the Australian Skills Quality Authority (ASQA). As such, we are committed to delivering high-quality education and training that meets national standards and legislative requirements. We comply with the Standards for RTOs under the VET Quality Framework, the Education Services for Overseas Students (ESOS) Act 2000, the National Code 2018, and the ELICOS Standards 2018.

To ensure ongoing compliance, we maintain effective policies, procedures, and systems across all areas of our operations. We also take responsibility for the conduct and compliance of any third parties we work with, including training partners, education agents, and marketing providers. As part of our obligations, we participate in regulatory audits conducted by ASQA and provide information as required.

Upon successful completion of your course requirements, you will receive the appropriate certification, including Australian Qualification Framework (AQF) certification documents for VET courses and certification for ELICOS courses.

MAIN CONTACT DETAILS

Main telephone number: **03 9650 5679**

Email: info@marriott.edu.au

Website: www.marriott.edu.au

STUDENT SUPPORT CONTACT DETAILS

CEO: Saurabh Mani

Marriott Education Group Pty Ltd | ABN: 89 656 476 907





Email: saurabh.mani@marriott.edu.au

Phone: 0411 757 861 (for emergency and critical incidents)

Student Support Officer

Email: admin@marriott.edu.au

Phone: 0484 317 119

LOCATIONS

Main Campus

Level 5, 20 Queen Street

Melbourne VIC 3000

Google Map Link: <https://maps.app.goo.gl/QqunkdebVkJcbtgu5>

Administration Operation Hours:

Monday-Friday & Sunday, 9:00 AM to 5:00 PM

Training Kitchen

Metro West Shopping Centre

Shop 16-18, 47 Paisley Street

Footscray VIC 3011

Google Map Link: <https://maps.app.goo.gl/6SNASDAb3TyBXXRBA>

Workshop (for construction courses)

Unit 12, 75a Ashley St, Braybrook VIC 3019

Shop 16-18, 47 Paisley Street

Google Map Link: <https://maps.app.goo.gl/94J6CW5xXYcSHLDK8>

OUR AREA

Melbourne is the capital city of the state of Victoria and is widely recognised as one of Australia's most liveable and culturally diverse cities. Known for its vibrant arts scene, multicultural community, world-class dining, and strong education sector, Melbourne offers international students an exciting and welcoming environment to live and study. The city is also home to beautiful parks, sporting events, entertainment venues, and easy access to regional attractions such as the Great Ocean Road, Yarra Valley, and Phillip Island.

Melbourne has an extensive and reliable public transport network, including trains, trams, and buses, making it easy to travel throughout the city and surrounding suburbs. We





recommend purchasing a **myki card**, which can be used across all metropolitan trains, trams, and buses in Victoria. In some cases, contactless payment methods such as debit cards, credit cards, or compatible mobile payment devices may also be used for travel on selected public transport services and routes.

For more information about purchasing, topping up, and managing your myki card, please visit [Public Transport Victoria \(PTV\)](#).

For more information about Melbourne and Victoria, please visit [Visit Melbourne](#) and [Visit Victoria](#).

EMERGENCY CONTACTS AND OTHER IMPORTANT INFORMATION

Emergency Services

Dial 000 and advise whether you require:

- police
- fire
- ambulance.

Police Station

The nearest police station to our Main Campus is:

Melbourne East Police Station

Address: 202 Bourke St, Melbourne VIC 3000

Phone: (03) 9637 1100

Website: [Melbourne East Police Station](#)

The nearest police station to our Training Kitchen is:

Footscray Police Station

Address: 66 Hyde St, Footscray VIC 3011

Phone: (03) 8398 9800

Website: [Footscray Police Station](#)

The nearest police station to our Workshop is:

Marriott Education Group Pty Ltd | ABN: 89 656 476 907





Sunshine Police Station

Address: 497 Ballarat Rd, Sunshine VIC 3020

Phone: (03) 9313 3333

Website: [Sunshine Police Station](#)

Medical Facilities

The closest hospitals to our Main Campus are:

St. Vincent's Hospital Melbourne

Address: 41 Victoria Parade, Fitzroy VIC 3065

Phone: (03) 9231 2211

Website: www.svhm.org.au

The Royal Melbourne Hospital

Address: 300 Grattan St, Parkville VIC 3050

Phone: (03) 9342 7000

Website: www.thermh.org.au

The closest hospital to our Training Kitchen is:

Footscray Hospital

Address: 89 Ballarat Rd, Footscray VIC 3011

Phone: (03) 8345 6666

Website: www.westernhealth.org.au

The closest hospital to our Workshop is:

Sunshine Hospital

Address: 176 Furlong Rd, St Albans VIC 3021

Phone: (03) 8345 1333

International students are advised to keep the above information readily available on your mobile device in case of emergency.



OUR COURSES

We offer a diverse range of nationally recognised and industry-relevant courses designed to equip students with the practical skills, knowledge and qualifications needed for further study, employment and career advancement in Australia and internationally. Our programs are delivered by experienced trainers and teachers in supportive learning environments that encourage student success and professional growth.

Our course offerings span across English language training, hospitality, leadership and management, and construction trades, providing students with pathways into a variety of industries that are in demand both in Australia and globally. Whether you are looking to improve your English skills, gain a trade qualification, or develop leadership capabilities, our courses are designed to help you achieve your educational and career goals.

ELICOS

General English (Non-AQF)

HOSPITALITY

SIT30821 Certificate III in Commercial Cookery (CRICOS Code: 113171H)

SIT40521 Certificate IV in Kitchen Management (CRICOS Code: 113172G)

SIT50422 Diploma of Hospitality Management (CRICOS Code: 113174E)

MANAGEMENT

BSB50420 Diploma of Leadership and Management (CRICOS Code: 115193H)

BSB60420 Advanced Diploma of Leadership and Management (CRICOS Code: 115195F)

BSB80120 Graduate Diploma of Management (Learning) (CRICOS Code: 115194G)

CONSTRUCTION

CPC30220 Certificate III in Carpentry (CRICOS Code: 118347D)

CPC30620 Certificate III in Painting and Decorating (CRICOS Code: 118348C)

CPC31020 Certificate III in Solid Plastering (CRICOS Code: 119817D)

CPC31320 Certificate III in Wall and Floor Tiling (CRICOS Code: 119818C)

MSF30422 Certificate III in Glass and Glazing (CRICOS Code: 118350J)

CPC50220 Diploma of Building and Construction (Building) (CRICOS Code: 118349B)





BEFORE STUDYING IN AUSTRALIA

CHOOSING A COURSE

As an international student, you can only study a course with an education institution listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). All education institutions registered on CRICOS have met the quality standards set out in Australian law, which ensures you receive the best possible education services.

The CRICOS website (www.cricos.education.gov.au) is a good place to start when you want to find a course or education institution to study with.

USING AN EDUCATION AGENT

International students do not have to use an education agent. You can enrol directly with an Australian education institution. Information about what education institutions offer is usually on their websites.

If you want to use an education agent, it's best to pick one used by the education institution you want to study at. You can find a list of education agents on the education institution's website.

The law requires education institutions to only use education agents that act honestly and with integrity. Agents must give you accurate advice about the courses on offer, including entry requirements, and information about living in Australia. You should still be careful and alert when dealing with agents to ensure you enrol in a course that is suitable for you and will help you achieve your learning goals.

In Australia, education agents cannot give you information on visa and immigration matters – only migration agents can do this. You can find out more about using migration agents at the Department of Home Affairs website. If you think your education agent might be behaving dishonestly or unethically, you should stop using them immediately and contact your education institution directly.

Marriott Academy works with education agents to help recruit students. We have formal agreements with our agents to ensure they act ethically and provide accurate information to students. A list of our approved education agents is available on our website at www.marriott.edu.au/agent-representatives/.

AUSTRALIAN LAWS PROTECT INTERNATIONAL STUDENTS

The Australian Government is committed to ensuring that international students have a positive, safe, and rewarding experience while studying in Australia. Australia is recognised





for providing high-quality education and strong protections for international students, helping you make the most of your academic and personal journey.

As an international student, you are protected by Australian laws that ensure high standards of education, training facilities, and student support services. You also have the right to access accurate information about your course and education provider both before and during your enrolment. In addition, the Education Services for Overseas Students (ESOS) framework provides important consumer and financial protections if your education provider is unable to deliver the services promised.

YOUR RIGHTS BEFORE ENROLMENT

Even before you enrol with an education institution, under Australian law you have the right to:

- Receive current and accurate information about the courses, entry requirements, all fees and modes of study from your education institution and your education institution's agent;
- Sign a written agreement with your education institution before or at the time you pay fees. You do not have to pay the education institution any money or fees until you accept the agreement;
- Seek a refund in certain situations for money you have paid. Information about refund arrangements must be included in your written agreement;
- Get the education you paid for. The law includes tuition protections that will allow you to be placed in another course or receive a refund if your education institution is unable to teach your course (known as a Provider Default);
- Access complaints and appeals processes; and
- Request to transfer to another education institution and have that request assessed by your education institution.





HOW TO APPLY

Complete and send your Enrolment Form to us. Make sure you include any supporting documents if there are entry requirements for your chosen course. These may include verified copies of previous qualifications, your passport, previous schooling and English testing results.



When we receive your application for enrolment, we will assess it against the course requirements. If your application is verified, we will arrange an interview (called Pre-Training Interview) with you. Your interview may be in person (if you are in Australia) or via phone.



Your application will then be processed, and if you are successful, you will be issued with an Offer Letter and Enrolment Agreement. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before reapplying.



Carefully review your Offer Letter and Enrolment Agreement and make sure your course fees, duration and payment plan are correctly stated. Read through all of the included policies and procedures and if you are in agreement, sign and return to us. Pay the initial payment fee indicated in the Enrolment Agreement and send us proof of your payment.



Once we have confirmed your initial payment, you will be issued with an electronic Confirmation of Enrolment (CoE). Use this document to apply for your visa with the Department of Home Affairs. Once your visa is granted, make sure you arrive in Australia in time for your first class and orientation session.





STUDYING IN AUSTRALIA

VISAS AND CONDITIONS

After you successfully complete the application and enrolment process, you will receive a Confirmation of Enrolment (CoE). You can then use this document to apply for a student visa through the [Department of Home Affairs](#). You may apply for the visa yourself or seek assistance from a Registered Migration Agent.

Once your student visa is granted, you must follow all visa conditions during your stay in Australia. Failure to meet your visa conditions may affect your visa status and your ability to continue studying in Australia.

Some of the main student visa conditions include:

- Maintain satisfactory attendance and/or course progress and remain enrolled in your course.
- Only work if your visa allows you to work, and do not exceed the permitted work hours.
- Maintain valid Overseas Student Health Cover (OSHC) for the duration of your stay in Australia.
- Notify us of your Australian residential address and any changes within 7 days.
- Complete your course within the duration stated on your CoE.
- Remain with your principal education provider for the first 6 months of your course, unless you receive a formal release letter to transfer to another provider.

WHAT IS A USI AND WHY DO YOU NEED ONE?

A Unique Student Identifier (USI) is a personal reference number that creates an online record of your training and qualifications completed in Australia. You must have a valid USI to receive your qualification or Statement of Attainment for nationally recognised training.

Under the Unique Student Identifiers Act 2014, all Registered Training Organisations (RTOs) are required to collect and verify a valid USI for students enrolled in nationally recognised training. This means that, unless you have an approved exemption from the USI Registrar, you must provide your USI to us.

You can find more information about USIs and create your USI at [USI Official Website](#). Information about exemptions is available at [USI Exemptions](#).





If you need help creating your USI, we can assist you during your orientation session on your first day.

Please note that students enrolled only in ELICOS courses are not required to provide us their USI.

RPL AND CREDIT TRANSFER

Credit Transfer is the formal recognition of previous study you have completed. It may reduce the length of your course and lower your tuition fees. You can apply for credit transfer for a full unit or parts of a unit. There is no fee to apply for credit transfer, but you must indicate your request in the relevant section of the [Enrolment Application Form](#). You will also need to provide certified copies of your qualifications or an authenticated VET transcript issued by the USI Registrar.

Recognition of Prior Learning (RPL) is a process that recognises skills and knowledge you have gained through work experience, life experience, or informal training. To apply for RPL, you must indicate this on your [Enrolment Application Form](#). RPL fees apply and are outlined in the “Fees and Refunds” section of this handbook. Like credit transfer, RPL may reduce your course duration and fees.

If your application for Credit Transfer or RPL is successful, we will provide written confirmation of any changes to your course duration and fees and issue your CoE for the updated course length.

ORIENTATION

On the first day of your course, you will attend an orientation and induction session. Attendance for the orientation is mandatory as this session will help you understand your course, campus facilities, student support services, and your rights and responsibilities as a student.

During orientation, we will cover topics including:

- Course information
- Campus facilities and learning resources
- Emergency and evacuation procedures
- Student rights and responsibilities
- Student support and welfare services
- Legal, emergency and health services





- Safety information relevant to living in Australia
- Critical incidents and reporting procedures
- Policies relating to attendance, course progress, deferment, suspension, cancellation, transfers, complaints, and appeals
- Student visa conditions
- Work rights information
- Question and answer session
- Assistance with creating a USI for VET students if required

WHAT CAN YOU EXPECT DURING TRAINING/TEACHING AND ASSESSMENT?

VET Students

Vocational Education and Training (VET) focusses on practical, industry-based learning designed to prepare you for the workplace. Training may take place in classrooms, simulated work environments, or practical training facilities relevant to your course.

You will complete a variety of assessment tasks depending on your qualification. Assessment results are generally marked as “Satisfactory” or “Not Satisfactory.” To achieve a “Competent” result for a unit, you must successfully complete all required assessment tasks. Once you are competent in all units within your qualification, you will be eligible to receive your qualification.

ELICOS Students

ELICOS courses are designed to help international students improve their English language skills for study, work and everyday communication. Detailed information about our English courses is available in our course guide and brochures.

Before starting your course, you will complete an English Placement Test so that you can be placed in a class suitable for your current English level.

Classes are delivered in a classroom environment using a combination of theoretical and practical learning activities. You will also have access to multimedia learning resources to support your studies. Your teacher will explain all assessment requirements, timelines, and grading criteria. Students who successfully complete the course will receive a certificate.





WORK PLACEMENTS

Some VET courses include a compulsory work placement component. Work placements provide structured workplace learning opportunities that allow you to apply the knowledge and skills gained during your studies in a real industry setting.

Work placements can help you:

- Apply classroom learning in the workplace
- Gain industry-recognised experience
- Build professional networks and meet potential employers

For Marriott Academy, *work placement is only required for students enrolled in the SIT30821 Certificate III in Commercial Cookery course*. More information will be provided during orientation.

Please note that some workplaces require students to obtain checks such as a National Police Check or Working with Children Check. Students are responsible for the cost of these checks, which may range from approximately \$50 to \$80 each. Some workplaces may also have immunisation requirements.

REASSESSMENT ARRANGEMENTS

VET Students

If reassessment is required, arrangements will be discussed directly with your trainer and assessor. To successfully complete a unit, you must achieve satisfactory results in all assessment tasks.

ELICOS Students

If reassessment is required, arrangements will be made with your teacher. To pass the course, students must achieve at least 60% in reading, writing, speaking, and listening.

All Students

Students are entitled to two attempts for each assessment task. If both attempts are unsuccessful, additional reassessment fees may apply as outlined in the “Fees and Refunds” section and your Enrolment Agreement.

While we provide the facilities, resources, equipment, qualified trainers/teachers, and support needed to help you succeed, completion of your course depends on your commitment and effort. We also cannot guarantee employment outcomes, as these depend



on many external factors. However, we are committed to delivering high-quality training and support to help you achieve your goals.

SUPPORT, WELFARE, INCLUSION AND DIVERSITY

Studying in a new country can sometimes be challenging. Marriott Academy is committed to supporting your wellbeing, safety, and success throughout your studies. We aim to create a welcoming, respectful, and inclusive learning environment where all students feel valued and supported regardless of their background, culture, religion, gender, age, disability, or personal circumstances.

We celebrate diversity within our college community and encourage mutual respect, inclusion, and cultural understanding among students and staff. Discrimination, harassment, bullying, racism, anti-semitism, or any form of hateful or inappropriate behaviour will not be tolerated.

Marriott Academy supports the Australian Government's policies and initiatives aimed at promoting safe, respectful, and inclusive education environments, including measures to actively prevent and respond to all forms of discrimination within educational institutions. All students and staff are expected to contribute to a safe and respectful learning environment that upholds Australian values, human rights, and equal opportunity principles.

We offer a range of support and welfare services, including:

- One-on-one support from trainers and teachers
- Assistance with personal wellbeing and welfare concerns
- Access to additional learning resources
- Reasonable adjustment for assessments where appropriate
- Social activities and events
- Referrals to external support services

If needed, we may identify additional support requirements during the enrolment process and develop a Student Support Plan to assist you throughout your studies.

We can also provide information, guidance, and referrals relating to accommodation, legal or financial concerns, disability support, stress management, homesickness, and community support services. Internal support services are free of charge; however, students may need to cover costs charged by external providers.



If you require support or would like to discuss any concerns confidentially, please speak with our Administration and Student Support Officer so we can assist you in accessing the appropriate support services.

ISSUING AND REISSUING CERTIFICATES

Once you have successfully completed your course requirements and paid all outstanding fees, we will issue your qualification, certificate, and/or Record of Results within 30 days.

For VET students, this includes the relevant qualification and Record of Results once competency has been achieved in all required units. If you withdraw before completing your course, you will receive a Statement of Attainment for any units successfully completed. Please note that VET qualifications cannot be issued without a valid Unique Student Identifier (USI).

For ELICOS students, a certificate and results will be issued upon successful completion of the course. If you withdraw before completing the course, you will receive a partial completion certificate for the weeks successfully completed.

Certificates may be withheld until all outstanding fees have been paid where permitted by law.

We are legally required to retain records of qualifications and completed units for at least 30 years. If you lose your certificate, Statement of Attainment, or Record of Results, we can reissue these documents for an additional fee. Please refer to the “Fees and Refunds” section for further information.

FEEDBACK

Your feedback is important to us and helps us improve our services and student experience. If you have suggestions, concerns, or feedback, please contact us by phone or email.

You may also receive student surveys during your studies. We encourage you to complete these surveys as your feedback supports our continuous improvement processes.

VET students may also receive a Quality Indicator Survey from the National Centre for Vocational Education Research (NCVER).

WHAT IS EXPECTED OF YOU AS A STUDENT?

As a student, you are expected to read, understand, and follow the policies, procedures, and expectations outlined in this handbook, including the Student Code of Conduct. It is important that you keep this handbook for future reference throughout your studies.





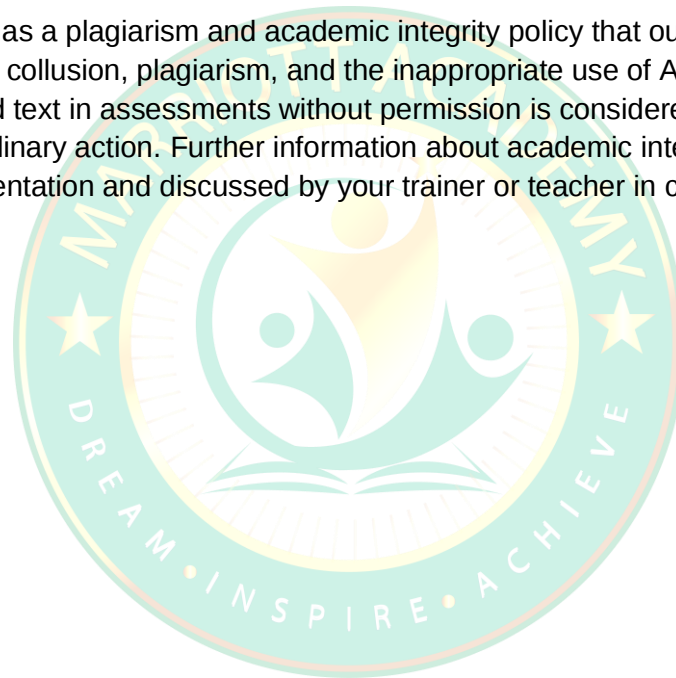
Your Obligation if Your Details Change

It is important that your personal information remains up to date. If your address, phone number, emergency contact details, or other information changes, please notify us as soon as possible. ***International students must notify us of any change to their residential address within 7 days, as this is a condition of the student visa.***

Academic Integrity

Artificial Intelligence (AI) and Large Language Models (LLMs) are increasingly used in workplaces and education. However, all assessment work submitted during your studies must be your own original work. AI tools may only be used for support or assistance purposes and must not be used to create assessment content.

Marriott Academy has a plagiarism and academic integrity policy that outlines expectations regarding cheating, collusion, plagiarism, and the inappropriate use of AI or LLMs. The direct use of AI-generated text in assessments without permission is considered plagiarism and may result in disciplinary action. Further information about academic integrity will be provided during orientation and discussed by your trainer or teacher in class.





POLICIES AND PROCEDURES

FEES AND REFUNDS

Information about course fees, charges, payment schedules, and refunds is provided in the Course Brochure, Offer Letter, and Enrolment Agreement before enrolment. Fees may include tuition fees, materials fees, administration fees, and other applicable charges.

All fees must be paid by the due dates listed on your invoice. If you are unable to make payment on time, you should contact us as soon as possible to discuss alternative arrangements. Continued non-payment of fees may result in warnings, cancellation of enrolment, and possible reporting to the relevant government authority for international students.

Additional fees that may apply in addition to tuition may include:

Additional fees that may apply	Amount
Enrolment application fee (admin fee)	\$250
Deferral fee (admin fee)	\$150
Transfer to another provider fee (admin fee)	\$150
RPL – VET students only	Application fee \$250 Unit fee \$250 per unit
Re-assessment fee (students have a total of 2 attempts and any attempt thereafter will incur the stated fee). <i>This fee applies where a student has attempted the assessment but has been assessed as not yet competent.</i>	\$150 per unit
Resit fee (students who have not participated in, or have missed, the scheduled training and/or assessment for a unit of competency will be required to undertake a resit of the unit and pay the stated fee) <i>This fee applies where a student needs to repeat the training and assessment for the unit, not just reattempt the assessment.</i>	\$500
Late payment of fees	\$5 per day of delay
Re-issuance of certificate	\$250

Fee Protection

Fees paid by students are protected in accordance with Australian laws and regulations.

For international students, fee protection is supported through the Tuition Protection Service (TPS), which assists students if a provider is unable to deliver a course. International students are generally not required to pay more than 50% of tuition fees before course commencement unless the course duration is less than 26 weeks.

Refunds

Refunds are managed in accordance with the ESOS framework and Marriott Academy's *Fees and Refund Policy*. Application fees are generally non-refundable except in limited circumstances, such as if a course is cancelled by the organisation.

Where a refund is applicable, students are required to complete a Refund Request Form. Refund outcomes will be provided in writing, and approved refunds will be paid in Australian Dollars to the original payer. Students' rights under Australian Consumer Law are not affected by this policy.





Refunds for international students will be calculated as set out in the table below. Note the weekly tuition fee and weeks in the default period have the meaning as set in the ESOS (Calculation of Refund Instrument) 2024.

Circumstances	Refund Due
Marriott Academy cancels course before commencement.	Full refund of all fees.
Marriott Academy cancels course after commencement.	Full refund of all unspent fees calculated as follows: Weekly tuition fee multiplied by the weeks in the default period (calculated from the date of default).
Marriott Academy has not provided an Offer Letter and Enrolment Agreement that meets the requirements of the National Code 2018.	Full refund of all unspent fees calculated as follows: Weekly tuition fee × the weeks in the default period (calculated from the date of default).
Student withdraws and receipt of notice of withdrawal from the student 28 calendar days or more prior to course commencement.	Application fee not refunded. Refund of all other fees and charges.
Student withdraws and receipt of notice of withdrawal from the student less than 28 calendar days prior to course commencement.	Application fee not refunded. Refund of 75% of all other fees and charges.
The student does not commence on the agreed start date and has not previously withdrawn.	No refund. Fees for one full study period (term) to be paid.
Student withdraws after commencement.	No refund. Fees for one full study period (term) to be paid.
Student's enrolment is cancelled due to disciplinary action.	No refund. Fees for one full study period (term) to be paid.
Student visa is cancelled or a student no longer retains study rights due to a breach of visa conditions.	No refund. Fees for one full study period (term) to be paid.
The student has supplied incorrect or incomplete information causing Marriott Academy to withdraw the offer of the course prior to commencement.	No refund. Fees for one full study period (term) to be paid.
The student is refused a visa and the refusal was due to one of the following acts or omission by the student: - student failure to start the course at the agreed location on the agreed starting day - student's withdrawal from the course at the agreed location	No refund. Fees for one full study period (term) to be paid.



student's failure to pay an amount due to Marriott Academy on order to undertake the course at the agreed location	
The student is refused a visa and therefore does not commence their course on the agreed starting day or withdraws from the course on or before the agreed starting day because of the visa refusal.	The refund amount is calculated as follows: The total amount of all course fees received before the default day minus either 5% of the amount of course fees or \$500 – whichever is the lesser amount. <i>*Course fees are the total of all tuition fees and any non-tuition fees received by the provider in respect of the student.</i> Example 1 <i>If student has paid \$1,500 in course fees but has their visa refused, 5% of \$1,500 is \$75. As this is a lesser amount than \$500 this is what will be paid as a refund i.e., the refund amount will be \$1,425.</i> Example 2 <i>If a student has paid \$15,000 in course fees and their visa is refused, 5% of \$15,000 is \$750. As this amount is greater than \$500, the lesser amount of \$500 will be applied. Therefore, the refund amount will be \$14,500.</i>
The student is refused a visa and has already commenced their course.	The refund amount is calculated as follows: Weekly tuition fee × weeks in the default period. <i>To illustrate this, a student is studying a 52-week Certificate III in Glass and Glazing course. The total fees for the student's course are \$8,000 in tuition fees, \$2,000 in material fees, and \$250 in enrolment application fee. The student paid \$2,190 in tuition fees, plus the \$2,000 material fee and a \$250 application fee.</i> <i>At a weekly tuition fee of \$154 per week (rounded up), the tuition fees paid cover 15 weeks of study.</i> <i>The student commences the course on 27 October 2025 and completes 6 weeks (42 days) before their visa is refused on 5 December 2025.</i> <i>The number of weeks in the default period is 9 weeks (63 days). The student is therefore eligible to receive a refund of \$1,386, being the weekly tuition fee of \$154 multiplied by 9 weeks. The material fee of \$2,000 and application fee of \$250 are not refundable.</i>

Please refer to the "Fees and Refunds" section of your Offer Letter, Enrolment Agreement, or contact the administration office for full details.

COMPLAINTS AND APPEALS

Marriott Academy is committed to providing students with a fair, transparent, and supportive process for managing complaints and appeals. Complaints may relate to our services, staff, students, education agents, or third parties acting on our behalf. Appeals may be made against decisions made by the organisation, including assessment outcomes.



We aim to resolve complaints and appeals fairly, confidentially, and as quickly as possible in accordance with the principles of natural justice and procedural fairness. Students can access the internal complaints and appeals process at no cost.

Students have the right to maintain their enrolment during the internal complaints and appeals process, except in certain cases involving student misconduct or as permitted under legislation.

For detailed information about Marriott Academy's complaints and appeals process, students should refer to the [Student Complaints and Appeals Policy](#) available on our website.

If a matter cannot be resolved internally, students may access an external appeals or mediation process.

Complaints can also be made to the organisations indicated below:

NATIONAL TRAINING COMPLAINTS HOTLINE:

The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training. The service refers consumers to the appropriate agency/authority/jurisdiction to assist with their complaint. Access to the Hotline is through:

Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally

Email: ntch@education.gov.au

AUSTRALIAN SKILLS QUALITY AUTHORITY (ASQA):

Complainants may also complain to Marriott's registering body, Australian Skills Quality Authority (ASQA). It is important to understand that ASQA does not act as an advocate for individual students and is not responsible for resolving disputes between students and training providers. ASQA only uses information from all complaints as intelligence to inform regulatory activities. More information can be found at: <https://www.asqa.gov.au/complaints>

COMMONWEALTH OMBUDSMAN:

International students may complain to the Commonwealth Ombudsman about a range of circumstances including:

- being refused admission to a course;
- course fees and refunds;
- being refused a course transfer;
- course progress or attendance;
- cancellation of enrolment;
- accommodation or work arranged by Marriott Academy;
- incorrect advice given by an education agent;
- taking too long in certain processes such as issuing results; and/or
- not delivering the services indicated in the Offer Letter and Student Agreement.





More information can be found at:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

COURSE PROGRESS AND ATTENDANCE

VET Student

As an international student, you are required to maintain satisfactory course progress and attendance throughout your studies. This includes:

- Attending classes regularly, with a minimum attendance rate of 80% of the scheduled contact hours for the course
- Completing all assessment tasks satisfactorily
- Actively participating in learning activities and classroom sessions

Your attendance and course progress will be monitored regularly. Attendance is recorded at the beginning and end of each class, and students must not be absent for more than five consecutive days without approved leave. If you are absent, we may contact you by phone, SMS, or email.

Students may be identified as at risk if they do not achieve at least a 75% competency rate for the units undertaken during one study period. A study period is approximately 10 weeks of study. Students may also be considered at risk if they frequently miss classes or do not actively participate in learning activities.

In some cases, students with attendance between 70% and 80% may still be considered satisfactory if they are making good course progress.

If you are identified as at risk, we will contact you and provide support through an Intervention Strategy to help improve your progress or attendance. This may include meetings, additional support, and formal warning letters.

If there is no improvement, you may receive a Notice of Intention to Report, which could result in reporting to the Department of Home Affairs and may affect your student visa. Students have the right to appeal this decision within 20 working days in accordance with the Complaints and Appeals process.

Extensions to your course duration may be approved in compassionate or compelling circumstances, or where additional time is required as part of an approved intervention strategy.

ELICOS Students

At orientation, ELICOS students complete a placement test and interview to determine the most suitable class level. Student progress is monitored regularly by teachers through a range of assessment methods, including classroom participation, homework, tests, speaking and listening activities, group work, assignments, and end-of-course assessments. Students are also encouraged to practise English outside the classroom through everyday activities such as reading, watching television, and speaking in English.





International students on a student visa must study full-time and attend classes for 20 hours per week. Students are required to maintain a minimum attendance rate of 80%, although we encourage all students to aim for 100% attendance.

Attendance is calculated based on actual classroom study time. If a student is more than 15 minutes late to class on more than two occasions within a week, they may be marked absent for one session. Students who are unable to attend due to illness or other reasons must notify the college as soon as possible. Medical absences should be supported by a medical certificate from a registered doctor.

If attendance falls below 80%, we may review the student's attendance, provide counselling and support, and implement an Intervention Strategy. Continued poor attendance may result in reporting to the relevant government authority and may affect the student visa.

Students experiencing academic difficulties or personal concerns are encouraged to speak with their teacher or Student Support Officer for assistance.

COURSE DEFERRAL

Marriott Academy may allow students to defer the commencement of their course for up to 12 months. This means that your place is guaranteed but you can choose to delay the start of your course for up to 12 months.

To apply for a deferral, you must complete a [Deferral Form](#). You must also provide supporting evidence of compassionate or compelling circumstances. If approved, you will receive an updated Enrolment Agreement with your new course start date.

Students should also contact the Department of Home Affairs to understand any possible impact on their student visa.

COURSE SUSPENSION/LEAVE OF ABSENCE

Marriott Academy may allow you to suspend your course. This means that although you have commenced your studies, you will be able to take a leave from your studies of up to 12 months.

To suspend your course, you will need to complete a [Suspension/Leave Form](#). You must provide evidence of compassionate or compelling circumstances.

It is important to check the impact on your visa by contact the Department of Home Affairs. A suspension or leave of absence will not be approved if fees are unpaid.





COURSE TRANSFERS

Transfers Within the First Six Months

If you wish to transfer to another RTO, English language provider, or university *within the first six months of your principal course*, you must first apply for a release from Marriott Academy. The new provider must be registered on the CRICOS Register.

To apply, you must complete a [Release Form](#). You must provide a copy of the offer letter from the new provider, along with a statement explaining your reasons for requesting the transfer.

Marriott Academy may approve your request if:

- The course is not suitable for your academic needs despite participating in an Intervention Strategy
- You can provide evidence of compassionate or compelling circumstances
- The course outlined in your Enrolment Agreement has not been delivered
- Your reasonable expectations about the course are not being met
- You can demonstrate that you were misled by the organisation or an education/migration agent about the course or provider

Your request may not be approved if:

- You do not provide sufficient supporting evidence
- You have not participated in your agreed Intervention Strategy
- You have unpaid fees for the current study period
- The transfer may negatively affect your course package progression
- Appropriate support services have not yet been provided or offered to you

You will receive written notification of the outcome within 10 working days of submitting a complete application for release. If approved, you will receive a [Letter of Release](#). Students should contact the Department of Home Affairs to check whether a new student visa is required. Any applicable refunds will be managed in accordance with the [Fees and Refunds Policy](#).

If your application is refused, you will be advised in writing and may appeal the decision within 20 working days in accordance with the [Student Complaints and Appeals Policy](#). The refusal decision will not be finalised until the appeals process has been completed or the appeal period has expired.

Transfers After Six Months

If you wish to transfer to another education provider after completing six months of your principal course, you generally do not require a release from Marriott Academy. However,





you must still complete the required withdrawal or cancellation process in accordance with our policies. To apply, you must complete a [Withdrawal Form](#).

Internal Course Transfers

Marriott Academy may allow students to transfer to another course offered within our organisation where appropriate.

Requests for an internal course transfer may be approved where:

- The new course better suits the student's academic abilities, interests, or long-term goals
- The student can show that their reasonable expectations about the current course are not being met

Requests may not be approved if:

- The transfer may negatively affect progression through a packaged course arrangement
- Required support services have not yet been provided or offered
- There is evidence the student is attempting to avoid being reported for unsatisfactory attendance or course progress
- The student has unpaid fees for the current study period

To apply for an internal course transfer, students must complete an [Internal Course Transfer Form](#) and provide reasons for the request.

Students will be advised of the outcome within 10 working days of submitting the application. If approved, a new Confirmation of Enrolment (CoE) will be issued where required. Students should also contact the Department of Home Affairs to check whether a new student visa is required. Additional fees may apply depending on the course transfer.

If your request for an internal course transfer is not approved, you will be notified in writing and may appeal the decision within 20 working days in accordance with the [Student Complaints and Appeals Policy](#).

CONCURRENT ENROLMENT

International students studying in Australia on a student visa may, in some circumstances, undertake additional courses alongside their principal course of study. Students enrolled in concurrent studies must continue to meet satisfactory attendance and course progress requirements for all courses.

Marriott Academy does not accept students for concurrent enrolment during the first six months of their principal course with another CRICOS-registered provider.

PROVIDER-INITIATED CANCELLATION OR SUSPENSION OF ENROLMENT





At Marriott Academy, we may suspend or cancel a student's enrolment in certain circumstances, including:

- Serious misconduct or breach of the Student Code of Conduct
- Failure to pay course fees
- Unsatisfactory course progress or attendance

If we intend to suspend or cancel your enrolment, we will notify you in writing and explain the reasons for the decision. You will also have the right to access our Complaints and Appeals process and lodge an appeal within 20 working days of receiving the notice.

We will not report the enrolment change to the relevant government authority until the internal appeals process has been completed, unless there is a risk to the health, safety, or wellbeing of the student or others.

Students are encouraged to contact the Department of Home Affairs to understand how a suspension or cancellation may affect their student visa.

PRIVACY AND PERSONAL INFORMATION

VET Student

As a Registered Training Organisation (RTO), Marriott Academy collects and manages your personal information to process your enrolment, deliver training and assessment services, and meet our legal obligations under Australian VET legislation. If you do not provide the required information, we may be unable to process your enrolment.

Under Australian law, we are required to provide certain student information to the National Centre for Vocational Education Research (NCVER) and relevant government authorities for purposes such as VET administration, reporting, regulation, and research. Students may also receive surveys from NCVER or authorised government agencies. Participation in surveys is voluntary.

Further information is available in our Privacy Policy which may be accessed through our website www.marriott.edu.au and on the [NCVER Privacy Policy](#) website.

ELICOS Student

As a CRICOS-registered provider, Marriott Academy collects your personal information to process your enrolment, deliver ELICOS courses, and comply with Australian laws and regulations.

Your personal information may be shared with Australian government agencies where required by law. We will not disclose your information to other parties unless you have provided consent or disclosure is legally required.





For more information, please refer to our Privacy Policy available on our website www.marriott.edu.au.

Accessing and Updating Your Information

You may contact us at any time to:

- Access or update your personal information
- Ask questions about privacy and data handling
- Make a complaint about how your information has been managed

Please contact our administration team using the details provided in this handbook if you require assistance or would like a copy of our Privacy Policy.





ABOUT AUSTRALIA

LIVING AND STUDYING IN AUSTRALIA

Australia is a popular destination for international students because of its high-quality education system, multicultural society, and safe lifestyle. Melbourne, the capital city of Victoria, is known as one of the world's most liveable cities and offers students a vibrant mix of education, culture, entertainment, and employment opportunities.

Studying in Australia provides students with opportunities to develop valuable knowledge and skills, improve English language ability, experience Australian culture, and meet people from many different backgrounds. Whether you are studying ELICOS or a VET qualification, we encourage you to actively participate in your studies, social activities, and the wider community to make the most of your experience in Australia.

For more information about living and studying in Australia, visit [Study Australia – Life in Australia](#).

COST OF LIVING

The cost of living in Australia will vary depending on your lifestyle, accommodation, and personal spending habits. Students should budget for expenses such as accommodation, food, transport, utilities, study materials, phone and internet services, and entertainment.

Additional expenses may include health insurance, clothing, and personal items. Careful budgeting and financial planning are important during your studies.

The Australian Government provides a useful online tool to help students estimate living expenses in Australia through the [Study Australia Cost of Living Calculator](#). This calculator can help you plan your expected weekly and monthly expenses before arriving in Australia.

ACCOMMODATION

There are many accommodation options available for students in Melbourne, including shared houses, private rentals, student accommodation, hostels, and homestay arrangements. Students should carefully consider factors such as cost, location, transport access, and living arrangements before choosing accommodation.

For information about accommodation options and tenant rights, visit [Study Australia – Accommodation](#) and [Study Australia – Accommodation: Know Your Rights](#).

TRANSPORT

Melbourne has an extensive and reliable public transport network, including trains, trams, and buses, making it easy to travel throughout the city and surrounding suburbs. Students can use a myki card or compatible payment cards/devices on public transport services across metropolitan Melbourne and regional Victoria where accepted.

For public transport information, routes, fares, and myki details, visit:

- [Public Transport Victoria \(PTV\)](#)
- [myki Information](#)





HEALTH AND SAFETY

International students on a student visa may be permitted to work in Australia subject to visa conditions set by the Australian Government. Students should carefully check their visa work rights and ensure they do not exceed permitted work hours.

International students have the same workplace rights and protections as all workers in Australia, including minimum wages and safe working conditions.

For more information about working in Australia and workplace rights, visit:

- [Study Australia – Working in Australia](#)
- [Fair Work Ombudsman](#)
- [Fair Work – International Students](#)
- [Department of Home Affairs – Visa Work Conditions](#)

HEALTH AND SAFETY

Australia is generally a safe country, but students should always take responsibility for their personal safety and wellbeing. Students are encouraged to follow Australian laws, keep emergency contact numbers accessible, and seek support if needed.

For more information about health and safety, visit:

- [Study Australia – Health and Wellbeing](#)
- [Victoria Police](#)
- [Better Health Channel Victoria](#)

OVERSEAS STUDENT HEALTH COVER (OSHC)

International students studying on a student visa must maintain Overseas Student Health Cover (OSHC) for the duration of their stay in Australia. OSHC helps cover the cost of medical and hospital care while in Australia.

Students should ensure their OSHC policy remains valid at all times and contact their provider directly for information about coverage, claims, and medical services.

For more information about OSHC, visit:

- [Study Australia – Overseas Student Health Cover \(OSHC\)](#)
- [Private Health Australia – OSHC Information](#)



BANKING AND MONEY

Students are encouraged to open an Australian bank account after arriving in Australia to safely manage their money and daily expenses. Students should also budget carefully and keep records of important financial documents.

For helpful information, visit:

- [Study Australia – Money and Budgeting](#)
- [Australian Taxation Office \(ATO\)](#)

COMMUNICATION AND INTERNET

Mobile phones, internet services, and public Wi-Fi are widely available throughout Australia. Students can choose from a range of phone and internet providers depending on their needs and budget.

For more information about student life and support services, visit [Study Australia – Student Support Services](#).

CRISIS SUPPORT

If you require urgent help or emergency assistance while in Australia, contact the appropriate emergency service immediately.

Emergency Contacts

- Police, Fire or Ambulance: **000**
- Lifeline Crisis Support: **13 11 14**
- Beyond Blue Support Service: **1300 22 4636**

Students may also contact the Student Support Officer or organisation staff for assistance and referral to appropriate support services where needed.

Additional support services are available at:

- [Study Australia – Student Support Services](#)
- [Beyond Blue](#)
- [Lifeline Australia](#)
- [Headspace Australia](#)



INTERNATIONAL STUDENT CHECKLISTS AND IMPORTANT DATES

CHECKLIST 1. BEFORE YOU APPLY

No.	Task	Completed?
1	Research your course, career goals, and studying in Australia.	☐
2	Review student visa requirements and estimated tuition and living costs.	☐
3	Plan your budget and explore available scholarships or financial support.	☐
4	Read the Student Handbook, course information, and enrolment requirements carefully.	☐
5	Learn about international student rights through the ESOS Framework .	☐

CHECKLIST 2. BEFORE YOU LEAVE YOUR HOME COUNTRY

No.	Task	Completed?
1	Apply for or check the validity of your passport and identification documents.	☐
2	Apply for your Australian student visa through the Department of Home Affairs .	☐
3	Complete and submit your enrolment application and supporting documents.	☐
4	Pay the required enrolment application fee and initial tuition fees.	☐
5	Sign and return your Letter of Offer and Student Agreement to receive your Confirmation of Enrolment (CoE).	☐
6	Arrange your Overseas Student Health Cover (OSHC).	☐
7	Organise accommodation before arriving in Australia.	☐
8	Arrange access to your funds and banking services while in Australia.	☐
9	Visit your doctor and arrange any recommended medical check-ups or immunisations.	☐
10	Book your flights and aim to arrive before your course commencement and orientation.	☐
11	Check Melbourne weather conditions and pack appropriate clothing.	☐
12	Make copies of important documents and store them safely.	☐





CHECKLIST 3. AFTER ARRIVING IN AUSTRALIA

No.	Task	Completed?
1	Contact your family or friends to let them know you arrived safely.	☐
2	Settle into your accommodation and become familiar with your local area.	☐
3	Locate nearby services such as supermarkets, medical centres, and public transport.	☐
4	Arrange a myki card and familiarise yourself with public transport through Public Transport Victoria (PTV) .	☐
5	Ensure your banking arrangements and OSHC are active and accessible.	☐
6	Attend your orientation session and check your emails regularly for updates.	☐
7	Meet with student support staff if you require assistance settling into Australia or your studies.	☐
8	Apply for a Tax File Number (TFN) through the Australian Taxation Office (ATO) if you plan to work in Australia.	☐
9	Familiarise yourself with important dates, campus facilities, and support services.	☐

CHECKLIST 4. DURING YOUR STUDIES

No.	Task	Completed?
1	Maintain satisfactory attendance and course progress.	☐
2	Keep your contact details and address updated with the organisation.	☐
3	Check your emails regularly for important notices and updates.	☐
4	Seek support early if you experience academic, personal, or financial difficulties.	☐
5	Ensure your student visa and OSHC remain valid throughout your stay in Australia.	☐
6	Follow the Student Code of Conduct and comply with Australian laws and visa conditions.	☐
7	Maintain satisfactory attendance and course progress.	☐
8	Keep your contact details and address updated with the organisation.	☐





VICTORIA PUBLIC HOLIDAYS 2026

During public holidays, classes will not be conducted, and the campus, training kitchen, and workshop will be closed. Students will be advised separately regarding any replacement or substitute classes scheduled for classes affected by a public holiday.

Please note that public holiday dates may be subject to change. For the most up-to-date information, visit [Business Victoria – Public Holidays in Victoria](#).

Public Holiday	Date
New Year's Day	Thursday, 1 January 2026
Australia Day	Monday, 26 January 2026
Labour Day	Monday, 9 March 2026
Good Friday	Friday, 3 April 2026
Saturday before Easter Sunday	Saturday, 4 April 2026
Easter Sunday	Sunday, 5 April 2026
Easter Monday	Monday, 6 April 2026
ANZAC Day	Saturday, 25 April 2026
King's Birthday	Monday, 8 June 2026
Friday before AFL Grand Final*	Date to be confirmed
Melbourne Cup Day	Tuesday, 3 November 2026
Christmas Day	Friday, 25 December 2026
Boxing Day	Saturday, 26 December 2026
Additional Boxing Day Public Holiday	Monday, 28 December 2026

Important Notes

- ANZAC Day, Good Friday, and Christmas Day are restricted trading days in Victoria.
- ANZAC Day is observed on the actual date it falls and is not substituted when it falls on a weekend.
- The Friday before the AFL Grand Final is subject to the AFL schedule and usually falls in late September.
- Melbourne Cup Day is observed across Victoria unless an alternative local holiday applies in some regional areas.
- Because Boxing Day falls on a Saturday in 2026, an additional public holiday will apply on Monday, 28 December 2026.