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Please refer to pages 3-4 for Student FAQs, and page 4 for Referee FAQs.
**Student**

Do I need to apply to the relevant University prior to requesting a reference from a referee?

The system supports the process of firstly requesting a reference from the nominated referee and you can then share it with your selected University/s.

How do references work for International Students? Can my referee be outside of Australia?

You can get a referee from anywhere in the world but you will only be able to share your references with local Universities.

Can I use my previous references, from previous subscription periods, for my current applications?

You will need to request a current reference for this new application/subscription period. Previous references are not valid for current applications.

Do ‘Area of Study’ and ‘Course Level’ apply to the level of study that I am applying for or the level of education expected from my nominated referee?

The ‘Area of Study’ and ‘Course Level’ relate to the level of the course that you are applying for.

Can I add another course to a submitted and completed reference request if I want to apply to an additional course?

If you have already submitted the reference you cannot add another course. You will need to create a new reference.

What do I do if my referee’s email address has changed since my last reference request from them?

You will need to send through a new reference request and provide the referee’s new email address in this request.
My referee contacted me to let me know that they made a mistake with my reference and also forgot to add an attachment. Will they need to create a new reference?

Yes, the referee will need to create a brand new reference. Please send a new reference request to your referee to complete.

I accidentally put the wrong email address for my referee. Can I withdraw this request?

You cannot withdraw a reference request once submitted. You will need to complete a new reference request, using the correct referee email address.

My referee is asking for a ‘reference code’. Where can I get this?

The reference code is supplied the first time a reference request is sent to the referee (by clicking a link on the email provided, they are taken to a registration page which has this code included automatically by the system).

Once they have set up their account they do not need another code. The referee should refer back to their login email to set this up.

Can I share my reference with multiple universities, at different times (i.e. not within the one session)?

The reference can be shared with other Universities at a later date. The reference does not disappear once shared.
When registering as a Referee, is there a fee that I need to pay?

When you are sent a reference request, an email will be generated that contains an embedded link which will allow you to register free of charge.

I accidentally indicated that I was an academic referee instead of a professional referee. Can this be changed?

Once a reference has been submitted, it cannot be edited. The only option is to complete a new one. You can send a note to the student who can then send through a new reference request.

What if I don’t want to provide a reference?

Please do login and ‘deny reference request’ and the student will be notified. The notes section can also be used to convey a message to the student regarding your decision.