

# HODSPA

Frequently Asked Questions – July 2017



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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.*

# Referee

## **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.*