

PRE-ENROLMENT INFORMATION



Overview

This information is provided to give you a summary of our requirements should you decide to enrol with our College. This information plus our website should provide you with relevant information about various areas that will affect your study options and what we will expect of you during your studies and your responsibilities and obligations should you enrol with our College.

We believe that it is extremely important for students to have an understanding of where they will be studying, what they will be studying, how they will be assessed, their responsibilities to the College and to Australia generally and their obligations once they become a student. It's not all hard work, as we try to provide students with excursions and assist them to assimilate to the Australian way of life. In addition, students coming to Australia on Study Visas are allowed to work for up to 40 hours per fortnight during term and unrestricted hours during vacation periods.

We'd like you to remember that we are here to help you, but we require that our students comply at all times with their relevant visa conditions. Our friendly staff can provide assistance with giving you advice about living conditions in Australia, who to turn to for help, referrals to various religious and cultural organisations and – most importantly – provide moral support when students are homesick.

We've selected the following extract from the Australian Government's website to help students understand what life in Australia is going to be like – we hope it helps you understand what we at the College expect and what the general Australian community expects.

Intending students are encouraged to read the full version of the booklet – it will make it a lot easier for you when you apply for the relevant visa to study in Australia. The booklet is available online at http://www.homeaffairs.gov.au/LifeInAustralia/Documents/lia_english_full.pdf. It has also been translated into numerous languages to make it easier for intending visitors and students to Australia to read and understand. The booklet is well worth reading if you are considering Australia as a study destination as it gives an invaluable insight into life in Australia which can be quite different from the life you are used to in your home country. Intending overseas students should note that there is a "Values Statement" which the Australian Department of Home Affairs (or its successors) may require you to sign prior to the issue of a visa.

Australian Values – extract from the Australian Government's booklet "Life in Australia"

"As part of the visa application process, many visa applicants must confirm that they will respect Australian values and obey the laws of Australia.

Australian values include respect for the equal worth, dignity and freedom of the individual, freedom of speech, freedom of religion and secular government, freedom of association, support for parliamentary democracy and the rule of law, equality under the law, equality of men and women, equality of opportunity and peacefulness. They also include a spirit of egalitarianism that embraces fair play, mutual respect, tolerance, compassion for those in need and pursuit of the public good.

It is also important to understand that English is the national language and is an important unifying element of Australian society.

These values provide the basis for Australia's free and democratic society. They include:

- *respect for the equal worth, dignity and freedom of the individual*
- *freedom of speech*
- *freedom of religion and secular government*
- *freedom of association*
- *support for parliamentary democracy and the rule of law*
- *equality under the law*
- *equality of men and women*
- *equality of opportunity*
- *peacefulness*
- *a spirit of egalitarianism that embraces tolerance, mutual respect and compassion for those in need.*

There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live. Many Australians contribute to the community in their daily lives. They may demonstrate this through caring for the environment, lending a hand and working together in times of need in pursuit of the public good.

Australia has a strong tradition of 'mateship', where people provide help to others voluntarily, especially those in difficulty. A mate is often a friend but can also be a spouse, partner, brother, sister, daughter or son. A mate can also be a total stranger. There is also a strong tradition of community service and volunteering.

The values outlined above have been promoted and discussed by Australians over many years. They have helped Australia to welcome and integrate successfully millions of people from many ethnic groups and cultural traditions.

Australia's cultural diversity is a strength which makes for a dynamic society. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs.

But at the same time, all Australians are asked to make an overriding commitment to Australia – its laws, its values and its people."

Australia has a fantastic lifestyle ranging from the relaxed country to a cosmopolitan lifestyle in the various city areas – we'd love you to come to join us, but remember to do some homework first about what you may expect from life in Australia.

College Facilities

We are located at 44 Raymond Street, Bankstown. The premises are modern, air-conditioned and carpeted with an onsite fully equipped commercial kitchen and training restaurant open to the public. The College has recently been refurbished and is proud to offer students a modern and welcoming study option in Australia.

Some of our courses include a work placement period which means that students may undertake some of their training with an external host employer workplace. Students enrolling in courses with a work placement component will be advised of their work placement venue during the course.

Facilities at the College include:

- Approximately 2,000 square metres of learning, recreation and office premises spread over 2 levels;
- 15 theory classrooms;
- 3 computer labs;
- Student library with lounge, laptops, access to additional learning and workbook resources as well as radio/CD player, earphones, leisure reading for additional English language practice;
- Student computers for use outside class time with free Wi-Fi;
- Dedicated simulated room with specialised equipment for students enrolling in courses in the CHC Community Services Training Package (such as courses in Aged Care, Home and Community Care and Disability sectors);
- Fully-equipped commercial kitchen for commercial cookery training in the SIT Hospitality Services Training Package;
- Simulated area with office equipment for students undertaking courses in the BSB Business Services Training Package;
- Bike rack for students cycling to the College;
- Shower and change-room facilities for students;
- Student recreation area with lounges, tables, chairs, student lockers, refrigerators, microwaves, toasters, crockery and cutlery, chess sets, cards, games, television and radio/CD player;
- Restaurant on-site with discounted snacks and meals available for all students;
- On-site outdoor eating area

College Location

Bankstown boasts a friendly, cosmopolitan environment with one of the world's most successful multicultural communities. With people from so many cultural backgrounds, residents have a wonderful opportunity to learn and experience from the beliefs and way of life of other cultures. Bankstown has a wonderful array of culture and cuisine and its demographics include people from countries such as Vietnam, China, Korea, Thailand, Indonesia, Philippines, Lebanon, India, Egypt, Middle East, Greece, Africa and many European countries to name just a few. You will find schools and churches of various religions plus shops, food outlets and restaurants catering to a wide range of tastes.

Bankstown also has more than 1090 hectares of beautiful gardens, parks, natural reserves, and open spaces. Bankstown City Gardens are popular for wedding photographs while the Sylvan Grove Native Garden, with its winding bush track and native plants, is very popular. The Georges River National Park and parkland along the Georges River are also great attractions.

Our College is located only three minutes' walking distance to the station and buses plus the local shopping centre. There is a parking station virtually across the road and Bankstown Sports Club with its fantastic facilities including restaurants, cafes, live shows and a large UFC gym is only 1 minute walking distance.

Personal Safety and Security

We know that your personal safety and security (both on and off campus) will help to make your stay and study in Australia an enjoyable experience. Our campus is monitored by CCTV security cameras at all times and strong lighting is provided on campus at night to ensure that students are provided with the safest possible environment.

Everyone has a responsibility to ensure that our College is a safe environment. If someone or something draws your attention, be sure to report it to Daniella Kulevska or any other member of the Student Support Team, either over the phone or in person at Reception.

If you are on campus and have immediate concerns for your personal safety, go to the nearest trainer or to reception. If you have been in an accident and you need urgent assistance, call 000. If you are involved in a critical incident involving your safety or wellbeing, you should call the College's critical incident phone line on 0423 428 467.

Costs of Living and Accommodation

Before starting your studies and arriving in Australia, it is a good idea to prepare a budget. This will help you when you arrive in Australia and need to pay for accommodation, travel, food and other expenses (in addition to tuition fees).

You must have enough money to cover all living expenses before you leave your home country. Whilst you may have the right to work in Australia (depending on your visa conditions), you cannot assume that you will earn enough money through working in Australia to meet your tuition fees and / or living expenses.

Accommodation is available by renting a home unit, town house, villa or a free-standing house. A free-standing house normally has a fenced garden with lawns surrounding the house – ideal for families with children. These units/villas/units/houses can be rented with one to four bedrooms and normally include a kitchen, bathroom, internal toilet, lounge room (salon) and eating area (dining room).

The average costs of renting these types of premises in the Sydney area ranges from \$200.00 to \$600.00 per week. Electricity and telephone usage are additional costs. Students can choose to share accommodation which makes the costs of living a lot more affordable. The College can provide you with a list of local real estate (property) agents on request. Exact costs will vary depending on what your living arrangements will be, where you choose to live, inflation and currency fluctuations. Remember to estimate further costs for any spouse that may be travelling with you or dependent child. Any school-aged dependants travelling with you will be required to pay full tuition fees at a private or government school in Australia. Accommodation costs do not include the costs of telephone calls (including mobiles) or internet connections or tuition fees.

Student Support Services

One of the advantages of studying at Focal Holdings Pty Ltd is that you have access to a friendly and professional team who are committed to providing you with excellent support whilst studying and living in Australia. The College offers a range of support services to students, related to both academic and general welfare needs.

Focal Holdings Pty Ltd is committed to assisting overseas students settle into the Australian way of life with minimal disruption and inconvenience. Any overseas student who needs assistance during their enrolment period with the College should make an appointment to see a member of the Student Support team.

Our friendly staff will assist with the provision of an emergency telephone contact number plus information about living facilities, living conditions, banking, shopping, medical and dental services, religious services, cultural differences, recreational facilities, ethnic associations, law enforcement, etc.

Supporting You in Australia

We want to help you study and live in Australia successfully. If you have any problems or worries during your time here, please make an appointment to see one of our Student Counsellors, Lyn Harrison or Chris Wright. Go to reception to make an appointment with one of our counsellors.

Our counsellor can put you in contact with a range of organisations which can help you with accommodation issues, health services, legal support, financial counselling or other religious and community organisations.

You are also encouraged to take part in any out of class activities which may be organised for you and your classmates such as excursions. This will help you to make friends with other students and reduce any isolation you may feel.

Other ways that we can help you adjust to study and life in Australia are set out below.

Academic Support

If you need help with your studies, we provide **FREE PERSONALISED STUDY CLASSES EVERY WEEK** generally on Wednesdays. These classes are conducted by our qualified trainers and run all day from 9am to 5pm. Of course, you may wish to only attend for part of the day and you may come back each week for as long as you need this support.

If you wish to take part in these workshops, make an appointment with the Training Manager by contacting reception. The Training Manager will arrange for an assessment of your individual support needs. If you cannot attend an arranged assessment, you must provide us with a medical certificate or other evidence about why you failed to attend. In addition to attending the free study workshops, you will be given a login to access additional resources on the intranet to help you gain additional knowledge and skills.

The academic support you may be offered includes:

- additional tuition in basic computing skills;
- study skills;
- English language comprehension and writing skills; and
- Literacy and numeracy support.

The workshops are not generic. This means that the trainers are there to help you with your specific problem or study issue. It's personalised tuition at no cost to you!

From time to time, the College also offers basic computing and keyboarding classes to assist with developing your computing skills.

Online Support

If part of your learning activities include an online component, you will be supported in undertaking these tasks.

You should first contact your trainer for any help you need. Your trainer will already be checking you log-ons and time spent online as well as reviewing activity reports for your tasks. Approach your trainer if you need help to complete any of the online activities before they are due.

If you need more help than your trainer can give you in class, make an appointment with the Training Manager so that you can attend the free weekly study workshops. During that workshop, you will be given personalised help with all your study questions.

Disability Support

If you have a disability, your trainer will arrange for additional support for you such as the use of adaptive technology, alternate font size and assessment support.

Further information about the support services offered by the College are provided at induction as documented in our Student Support Policy.

Enrolled students should make themselves familiar with the College's Critical Incident Policy and the information contained on the Student Portal regarding emergency contacts.

Non-Guarantees

Please note: The College does not guarantee any migration or education outcomes for students enrolling in any of our courses and none of our Education Agents are permitted to give any such guarantees.

Pre-Requisites

Prospective students should note that there are no pre-requisites necessary to enter our courses. Students do, however, need to meet the requirements for selection and enrolment outlined below.

Australian Consumer Law

Students should be aware that their rights are protected by Australian Consumer Laws and that signing of their written agreement does not take away these rights.

Selection, Enrolment, Orientation

Selection and enrolment with our College is carried out in an ethical and responsible manner and we encourage people to apply for enrolment through a variety of avenues, such as: directly, through authorised agents or electronically.

We ensure that our selection processes are undertaken without any form of discrimination. Individual interviews are conducted - once we receive an application for enrolment - either by College staff or by our agents who strictly monitor the requirements for entry and ensure that applicants:

- meet all the requirements,
- are well informed and
- provide us with the opportunity to identify any special requirements the applicant may have.

To enrol with our College, international students should:

1. complete the relevant Enrolment Form, sign and submit the form to us (or the educational agent),, with the following documents in English:
 - a) Authenticated transcripts* of relevant academic records (higher school certificate or higher level qualifications)
 - b) Proof of English language ability – a minimum level of 5.5 IELTS or equivalent is required or proof that you have studied in Australia in the last two (2) years. If you have a lower level of English language ability we can refer you to another provider offering English language classes. The IELTS (or equivalent) certification must not have been issued more than two years' previously.
 - c) Completed Pre-Study Evaluation Form following an interview with your education agent or College representative. These forms allow the College to determine whether the course you have selected is the right course for you. In some circumstances, the College may recommend an alternative course of study based on your responses in the Pre-Study Evaluation Form.
 - d) Any additional documentation to support your application (e.g. resume, course credit application form, references, etc).
 - e) Completed 'Statement of Purpose' declaration form to demonstrate that you are a genuine student.
 - f) Applicants from some countries will also need to complete a 'Financial Declaration' form which is a requirement of the Department of Home Affairs (Immigration authorities).

g) Applicants should check Australia's Student Visa requirements for their own country on www.homeaffairs.gov.au.

Note:

- The Department of Home Affairs or its successors also provides information as to detailed English language requirements for international students. Click on the following link to access that information <http://www.homeaffairs.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements>
- If you wish to submit documents in a language other than English you may do so, but they must be accompanied by a translation from a certified translator.

*Authenticated transcripts must be:

- i. Original documents (i.e. testamur and transcript of results) provided by the applicant to an authorised College representative (e.g. agent or staff member)
 - ii. Copies of the original documents (i.e. testamur and transcript of results) provided by the applicant which have been either:
 - ✓ Notarised by a Public Notary, Justice of the Peace or equivalent authority in the country of origin
 - ✓ Verified as a true and correct copy of the original documents by an approved College representative (e.g. agent or staff member)
2. Successful applicants on student visas will be issued a Letter of Offer together with a Written Agreement and a Tax Invoice.
 3. The signed Written Agreement is required to be returned by the student together with payment of a deposit to secure your place in the course – please note this must be returned before your enrolment can be confirmed.
 4. An electronic Confirmation of Enrolment (eCoE) is then issued. Students need this eCoE to prove to the Australian government authorities that they have secured a place in a course in Australia.

Note: Occasionally, we may issue a Conditional Letter of Offer if some entry requirements are not fully met. Applicants with a Conditional Letter of Offer need to meet the conditions of the offer prior to finalising their enrolment and enrolling in specific units of study.

Students should ensure they familiarise themselves with the terms and conditions of enrolment which are on the Enrolment Form as well as on the Letter of Offer (for international students). The College reserves the right to test students on commencement of their course (if necessary, e.g. English language test) to determine appropriate English language skills.

All successful applicants attend an orientation program during the first week of the course to familiarise them with the College's services, facilities and procedures and the local community. You will be advised of the exact date and time for your induction upon enrolment. You will also be told about what to bring to your orientation session (such as a pen and notepaper, passport with visa, original copies of all documentation).

Please note that you will be required to purchase any text books and equipment before your first class.

All courses for international students are full-time, requiring attendance for a total of 20 hours per week, face-to-face, including up to 20% online study. Courses marked with an asterisk on our Course Flyers include compulsory work placement which the College arranges in consultation with the student.

Domestic students may undertake our courses either full-time, part-time, online or via distance education or on-the-job. Domestic students should contact the college directly for further enrolment information.

For further detailed information about selection, enrolment and induction requirements at the College please refer to our Student Entry Requirements, Selection and Induction Policy.

Work Placement

Some courses (such as Commercial Cookery) require students to complete a compulsory period of training in the workplace. This is called 'work placement'. The College organises work placements for students following an inspection of the premises to which the student will be sent and in consultation with the student. The ultimate decision, however, of where to send students for work placement rests with the College. Any work placement requirements are listed on the relevant Course Outline (also known as a Brochure or Flyer) which is attached to the Student's Letter of Offer.

Students undertaking work placement are assessed by College staff in the actual workplace at the Host Employer's facility – the assessment is undertaken together with the Host Employer or their senior supervisory staff. Work placement can be either paid or unpaid, depending on the Host Employer's willingness to pay the student.

Course Credit (Recognition of Prior Learning {RPL} & Credit Transfer)

The College encourages students to apply for Course Credit (this includes Credit Transfer and Recognition of Prior Learning). For students wishing to claim exemptions in their studies, they are required to complete a Course Credit Form and will be assisted by a staff member to ensure guidance is provided on the type and amount of evidence to be gathered to support the request.

Requests are assessed by appropriately qualified staff within 10 days and written notification on the outcome is provided as soon as practicable to the applicant and recorded on the student's file.

When assessing applications we recognise both Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations and TAFE.

Students should note that if they are granted Course Credit, their student visas may be affected as the duration of their course may be altered. Students should discuss their course issues with their agent or with the College's enrolment staff. Information about visa conditions should be obtained from Department of Home Affairs (www.homeaffairs.gov.au) or its successors.

For further information about the College's Recognition of Prior Learning and credit processes, please refer to our Course Credit Policy.

Foundation skills

Foundation skills underpin vocational skills and are an integral part of vocational competency. They are the basic skills that your training is going to be built on – the foundations on which your skills will be based. All courses that we offer (i.e. training package qualifications) include information on the Foundation Skills (Employability skills and language, literacy and numeracy) that are required by qualifications and units of competency.

Foundation skills are embedded in our training and assessment strategies. Students requiring extra assistance with their Foundation Skills should talk to their trainer or the Training Manager or the National Manager – remember, they are all here to help you - the student.

Language, Literacy and Numeracy Support

Our Colleges considers that language, literacy and numeracy (LLN) needs of all individuals are important. In order to support students in this area, the College provides a range of Support English classes whilst completing courses. When necessary and appropriate, adjustments are made to methods of delivery and assessment, to suit the needs of individuals so that they will have a reasonable chance of success in their course. The College will assess your LLN skills once during the induction process at the start of your course so that we can determine whether you need any additional support during your studies.

Fees and Charges

The College imposes tuition fees and charges for its training services. For information on individual tuition fees please refer to Courses section of our Website. For information on payment of fees refer to the College's Fees Policy. Students should note that;

- The College defines a study period as one semester (six months).
- Most courses are made up of two or more study periods, although some courses do not run for a full semester.
- Tuition fees are normally payable at least one semester in advance, but no more than 50% of the total tuition fees due will be charged by the College in advance. Students, however, can choose to pay more than 50% of the total tuition fees prior to the commencement of their course.
- Official College receipts are always issued for all monies received from, or on behalf of, students.
- Students should also note that educational agents are authorised to only accept tuition fees on behalf of the College in the same manner as if being accepted by the College itself. Students must always receive a receipt from the educational agent for any tuition (or other) fees paid to the educational agent.
- Once a student has commenced the course, tuition fees for second and subsequent study periods will fall due within 14 days prior to the commencement date of the second study period.
- In the case of a course with a duration of less than one semester, all tuition fees and any additional charges are fully payable in advance.
- Detailed information on fees payable by an international student is contained in their letter of offer.
- Students should be aware that by signing the enrolment form and student agreement, they agree to pay the full fees charged by the College. The College also reserves the rights to change its fees and conditions, cancel or defer courses and to alter course timetables and class locations at any time without notice.
- It is the student's responsibility to ensure they retain a copy of the College's enrolment form and any receipts issued by the College for tuition fees and/or other payments made.
- Any requests for payment of tuition fees to be paid in instalments should be applied for prior to commencement of study.

For further information please refer to our Fees Policy.

Refunds

In line with VET Quality Framework and ESOS regulations refunds are issued only as per the conditions outlined in our Student Refund Policy. Students should note that refunds are not automatically granted. The terms of the College's refund policy form part of the training contract and are outlined on the Enrolment Form and the Letter of Offer, both of which together make up the Enrolment Contract. The Refund Policy is publicly available on our website and in the Student Handbook (available to students following their enrolment).

For further information please ensure you refer to our Refund Policy.

Unique Student Identifier (USI)

Students are advised that from 1 January 2015 all students studying in Australia must now have a Unique Student Identifier (USI). This is a unique method of identifying students and to ensure that any training results are retained in a central system and students can access their full transcripts at any time. This USI should be obtained by students prior to the commencement of training by applying to The Registrar at www.usi.gov.au. If students prefer, the College can apply for a USI on a student's behalf if the student requests this to be done and has authorised the College in writing to do so on the relevant form available from the College's administration.

Course progress and transfers

It is a condition of Study Visas that students must maintain satisfactory course progress in order to complete their qualification. A student who is absent from class due to illness must provide a Doctor's certificate. If circumstances arise which are making it difficult for students to successfully maintain course progress, the College has student support staff who are able to determine and implement mutually-acceptable intervention strategies to assist in overcoming those difficulties. Intervention strategies can include services such as additional study support, counselling, mentoring with other students, English-language support.

Students should note that they cannot change their College until they have completed 6 months of their principal course of study without a written letter of release from the relevant College and satisfying the College's policy on student transfers.

Enrolled students should make themselves familiar with the College's Policies and Procedures as well as the information contained in the Student Handbook, all of which are available on the student portal on the website following completion of the student's enrolment. Policies that students should particularly familiarise themselves with are our Satisfactory Course Progress Policy, Student Support Policy, Intervention Strategy Policy, Compassionate and Compelling Circumstances Policy, Assessment Complaints and Appeals Policy and Student Transfer Policy.

Privacy

The College collects information from you during the application process as well as during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. This information includes, but is not limited to, personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) and/or agencies and the TPS Director. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

The College, in some circumstances where the student requests us to do so, may apply for a Unique Student Identifier (USI) on the student's behalf. If the student requests the College to apply for a USI for the student, the student must read the relevant USI Privacy Policy and complete the relevant USI Application Form authorising the College to apply online for a USI for the student. The College will destroy the relevant USI Application Form as soon as the application has been lodged online.

For further detailed information about the College's information handling practices please refer to our Privacy Policy on the College website.

Overseas Student Health Cover

It is a condition of a Student Visa that students maintain adequate health insurance for the duration of their visa. Overseas Student Health Cover (OSHC) can assist students to meet the costs of medical and hospital care if needed in Australia.

OSHC does not cover costs such as dental, optical, physiotherapy services or treatment of conditions existing prior to arrival in Australia. It is not general travel insurance, and will not cover the loss of personal items (eg. camera, laptop).

Student visa applicants must obtain OSHC for the proposed duration of their student visa; to facilitate this, OSHC for your total student visa duration must be purchased when accepting your offer of admission. Your electronic Confirmation of Enrolment (required for student visa application) cannot be issued until this payment is received. Information about this change has been posted on the Department of Home Affairs website.

The College's preferred OSHC provider is Australian Health Management (AHM), and the current OSHC Fees and Charges are available on the AHM website: It is the responsibility of each student to ensure that they maintain OSHC throughout their stay in Australia and that the OSHC coverage matches the actual dates of their student visa.

Further detailed information about OSHC is provided on the Department of Home Affairs or its successors (www.homeaffairs.gov.au) and the Department of Health and Ageing website (www.health.gov.au).

Learning and Assessment

Our College is committed to providing a flexible and equitable process for both learning and assessment by examining the student group and individual student special requirements when deciding upon delivery and assessment modes, methods and tools.

The College defines flexible learning and assessment as an approach to education which offers the student a number of choices in what to learn, how it is learnt and assessed, when and where learning and assessment occurs.

Flexible learning and assessment practices are introduced into the classroom by using approaches that loosen the constraints of class room based face-to-face delivery. While the class-room-based teaching is the main way in which classes are conducted, staff do have opportunities to engage in teaching and conducting assessments via a variety of means such as:

- Presentations and role-play activities;
- Demonstrations and observations;
- Short answer tests and assignments
- Class excursions to experience 'real-life' scenarios.
- CD / interactive based resources;
- Self-paced DVD resources;
- Online and/or web-based resources.

If a student believes that they will require special consideration with either learning or assessment they may speak with the trainer or contact student services.

Student Complaints & Appeals Procedure

Our College endeavours to create a positive learning environment and provide student support services which are fair, friendly and supportive, where students are encouraged to learn without being treated unfairly or subject to harassment.

We recognise that from time to time misunderstandings and issues arise which require a formal complaints handling process. The College has developed an equitable Student Complaints and Appeals Policy which should be used by students who wish to make a complaint or appeal. The College has a fair and open Complaints Policy to address any student concerns or appeals and provides that outcomes are recorded in writing.

The availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

For further information about complaints handling processes, please refer to our Complaints and Appeals Policy on the College website.

Student Conduct

All students are required to behave appropriately whilst studying at the College. This means students must not act in a manner which causes distress to other students or staff or breaches relevant legislation such as the Racial Discrimination Act or Anti Discrimination Act. The College also requires students to dress appropriately.

Students enrolled at the College are required to abide by the Student Code of Conduct which sets out minimum standards of behavior expected of students.

Where a student misbehaves, the College may take disciplinary action which can result in the suspension or cancellation of a student's enrolment.

Enrolled students should make themselves familiar with the College's Student Code of Conduct as well as the Suspension, Cancellation or Deferment of Enrolment Policy on the Student Portal.

Student Contact Details

It is a legal requirement to ensure that our student records are accurate. Students must notify the College immediately and no later than seven (7) days after the change of any change to their personal and/or contact details such as change of name or change of residential address. Failure to do so means that students will have breached their visa conditions. Students should remember that providing your current address to the College assists us in helping you to maintain your safety in Australia.

School-aged Dependants

Any school aged dependants accompanying international students to Australia will be required to enrol in a school in Australia. These students can attend a government school or private school and full fees must be paid. For more information about visas for dependants of student visa holders, please see the Department of Home Affairs or its successor's website: (www.homeaffairs.gov.au)

Student Deferral, Suspension and Cancellation of Enrolment

Student enrolment can be deferred, suspended or cancelled in limited circumstances by College management or by the student. These circumstances include but are not limited to: compassionate and compelling circumstances, student misbehaviour, plagiarism, serious illness or injury substantiated by medical certificate, bereavement of close family member (substantiated by death certificate where possible), major political upheaval or natural disaster, or traumatic experience substantiated by relevant evidence. When deferral, suspension or cancellation of enrolment is initiated by the College, students have the right to appeal the decision both through internal and external avenues.

Overseas students who wish to apply for leave of absence must notify the College in writing in advance stipulating the reason for the leave and supplying documentary evidence to substantiate the request (e.g. medical certificate, death notice, etc). The duration of the leave applied for must be consistent with the reason given and should not exceed one semester. Students are advised that deferral, suspension or cancellation of studies could possibly affect their student visa.

Enrolled students should make themselves familiar with the College's Suspension, Cancellation or Deferment of Enrolment Policy and our Compassionate and Compelling Circumstances Policy on the Student Portal on the website.

Access and Equity

All personnel working at our College abide by the principles of access and equity and ensure that they behave in a non discriminatory manner as outlined in our Code of Practice. Students are treated fairly and equitably at all times and are advised on equal opportunity and discrimination issues. Equity policies are set by management and advised to staff and students.

Where a student has a concern regarding their treatment they should refer to the College's Complaints and Appeals Policy on the College website.

Access to Records

The College maintains a record of training for every student. If a student does not have an up to date copy of their training record, they can request one from their Group Training Co-ordinator. From 1 January 2015, students can access their academic record through the USI system.

Once a student has successfully completed their course, they must lodge a Request for Documentation through the College's Student Services Department. Certification is issued once all results have been finalised and any outstanding tuition fees having been paid in full.

Please note: if a candidate has any outstanding tuition fees remaining, this will result in the delay of recording results and the issuing of any relevant formal documentation.

In the event that a student needs a replacement statement of attainment or qualification after they have completed training, they must submit a written request and the relevant fee to the College's Student Services Department.

Legislative Compliance

The College complies with all legislative requirements relevant to training delivery and assessment in the vocational sector and also the national/state health and safety, workplace harassment, anti-discrimination and privacy legislation. Any legislative or regulatory requirements that are relevant to a program will be made known to the learner prior to, or during, the first session.

Reasonable Adjustment

The College is committed to providing training and assessment services that reflect fair and reasonable opportunity, and consideration for all regardless of race, colour, religion, gender or physical disability. Trainers and assessors apply the principle of reasonable adjustment where it is relevant and appropriate. If a learner/client has a concern or query about an issue they should speak with the trainer in the first instance or the National Manager if it is more appropriate.

Enrolled students should make themselves familiar with the College's Improper Conduct Policy and Disability Policy available on the Student Portal.

Student Handbook

Important information for enrolled students about the College's policies and procedures, the local environment, living in Australia, and other important information regarding the Australian way of life and culture is contained in the College's Student Handbook, available on the College website.

All enrolled students should read this Handbook which contains important information regarding Pre-Arrival, Settling-in, Studying at the College, Social and Cultural Issues, including emergency contact details, beach safety, etc.

ESOS Framework

Training Organisations who appear on the CRICOS (Commonwealth Register of Institutes and Courses for Overseas Students) Register are governed by the ESOS (Education Services for Overseas Students) Framework which consists of legislation including the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (<https://internationaleducation.gov.au/regulatory-information>). These laws are in place to protect overseas students and to uphold high quality standards of education within Australian Education Institutes.

Please refer to the above-mentioned Australian Government website to read important information on the ESOS Framework before enrolling with our College.

We hope that the above information has been of assistance to you.

If you require any additional information in relation to any of the above issues, please do not hesitate

to contact us on +61 2 9791 6555 or by email at admin@tbc.nsw.edu.au or

via the "Contact Us" tab on the main menu.

We look forward to meeting you and working with you to make your studies a very rewarding experience.