

STUDENT HANDBOOK INTERNATIONAL



**The Canberra Training School Pty Ltd T/A
CANBERRA BUSINESS AND TECHNOLOGY COLLEGE**

75 Gozzard Street, Gungahlin ACT 2912

www.cbtc.edu.au

CRICOS: 03465J ABN: 68 164 068 875 RTO NO: 40882

NOTE

You must advise Canberra Business and Technology College office of any change in address, personal situation or any problems as soon as you know there is a change. We must by law advise the Department of Home Affairs (DHA) of all changes and particularly if we find out by other means.

It is **your** responsibility to keep **us** informed

It is **our** responsibility to let the Department of Home Affairs know through our computer system access to PRISMS, should you:

- ⊗ default in any aspect of your Visa provisions
- ⊗ not attend classes
- ⊗ fail subjects more than once
- ⊗ not make your fee payments

Talk to us if you have any problems prior to enrolment.

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Using this Handbook

This handbook is to be issued to all international students who are looking to join us and commence or improve their knowledge through the training courses that we are registered to deliver. For each course of interest, a brochure will be issued and this should be read prior to the enrolment in the course and advice should be taken from the Administration Manager.

Canberra Business and Technology College **ACN 164 068 875 Provider No 40882 CRICOS 03465J** is a Registered Training Organisation (RTO).

History

Canberra Business and Technology College takes pride in the quality of courses and services it delivers within the nationally endorsed training packages. Canberra Business and Technology College works within the VET Quality Framework and the Education Services for Overseas Students (ESOS) legislative framework. The VET Quality Framework and the ESOS legislation has brought about major changes in the vocational pathways we are able to offer to our clients.

Why YOU??

You have been selected because you meet the requirements listed in our training and assessment strategy. Your selection is made by the **Chief Executive Officer** and is based solely upon the evidence you have presented to us. You must be able to supply evidence of your English standard (IELTS score), overseas health cover and copies of any educational qualifications.

You are important to us before, during and after your course.

Business Location

Canberra Business and Technology College is located at Gungahlin which is situated 10 kms from Canberra's CBD.

College address

75 Gozzard Street
Gungahlin
ACT 2912

100 Northbourne Avenue,
Braddon
ACT 2612

Key Contacts

Rakesh Bhutani, Chief Executive Officer
Mob 0430 790 433

Abbreviations used in this Handbook

DHA	Department of Home Affairs
DE	Department of Education
PRISMS	Provider Registration and International Students Management System
ASQA	Australian Skills Quality Authority

Key Roles

Instructing staff

The **Chief Executive Officer** is ultimately responsible for compliance and the standard of training and safety within the College. He is responsible for the standard of training and for the assessments conducted whilst students are attending the College.

Your trainers at Canberra Business and Technology College perform all training and assessments. In addition, trainers are responsible for day to day course administration. All trainers have the mandatory Certificate IV in Training and Assessment and all necessary endorsements to allow them to conduct and assess competency and underpinning knowledge.

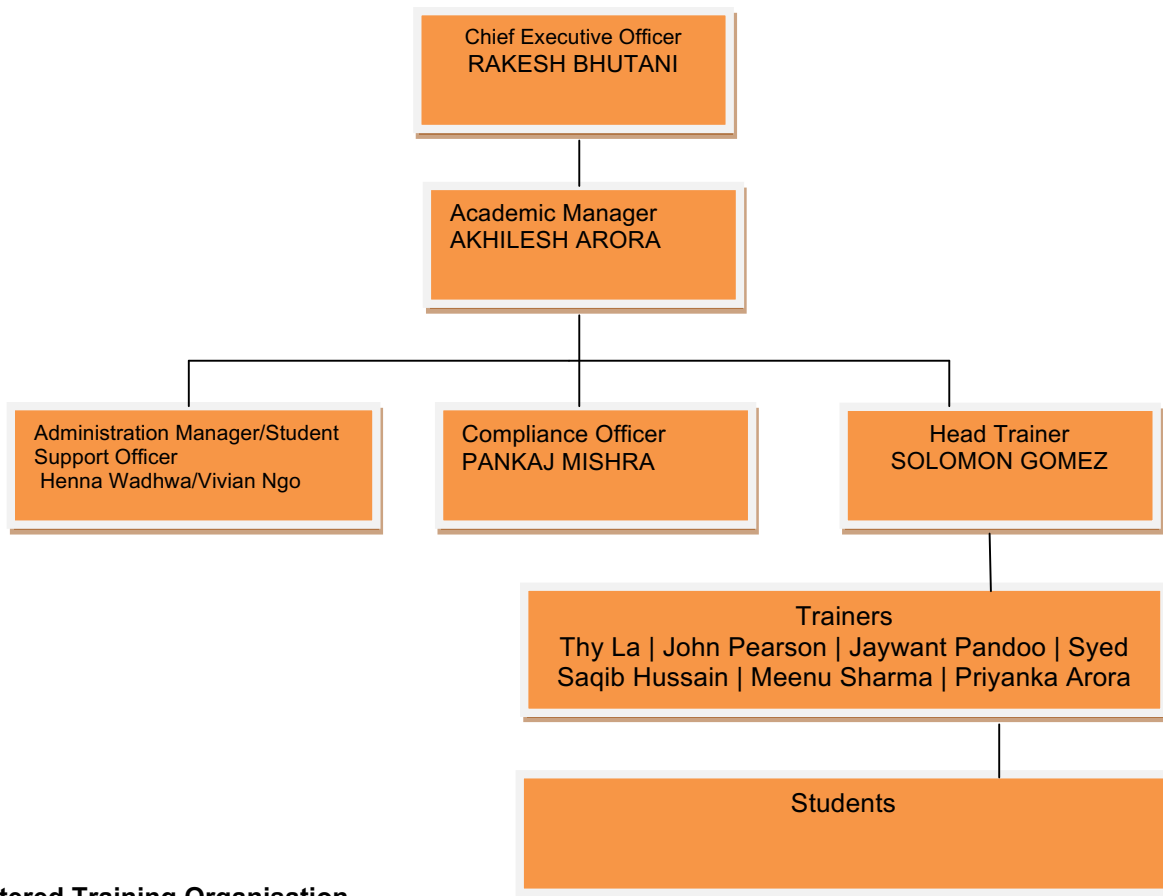
Trainers must, maintain accurate records of attendance and participation and continue to undertake professional development activities to keep their knowledge current.

Administration Staff

The **Administration Manager** is responsible for the control of the front office and receives all payments from you and coordinates your activities.

Organisation Chart-

The current organisation chart follows to help you understand the size of the company.



Registered Training Organisation

Registered training organisations are providers and assessors of nationally recognised training. Only registered training organisations can issue Australian Framework qualifications.

In order to become registered, training providers must meet the Australia Quality Training Framework Essential Standards for Registration. This ensures the quality of vocational education and training throughout Australia.

Training organisations must register with Australian Skills Quality Authority to provide nationally recognised training.

Canberra Business and Technology College is a registered training organisation.

Mission Philosophy and Vision

The mission of Canberra Business and Technology College is to be a leading academic institute in Australia by providing students with high quality education designed to meet their vocational goals in an efficient, professional, compliant and safe learning environment. Canberra Business and Technology College believes in the transfer of knowledge and skills and therefore our vision is to assist all our students in developing themselves both personally and vocationally. Canberra Business and Technology College believes in a holistic approach to education. It offers students from all over the world the opportunity to develop their potential in an educational environment that is warm, friendly, exciting and multicultural and free from discrimination and harassment. Australia's diverse population and strong educational tradition make it particularly suited to international education and Canberra Business and Technology College intends to continue to be a significant contributor to Australia's continuing role as a regional leader in education.

Ethics

Canberra Business and Technology College undertakes to act at all times in an ethical manner. All activities are carried out honestly, fairly, accurately to give value to our clients. High standards of financial probity, marketing and advertising integrity are always maintained. Program delivery benefits clients through high standards of education and training, up to date methods, quality materials and expert staff.

Staff Responsibilities For Access/Equity & Equal Opportunity Issues

We have an **Administration Manager** and it is that person that you should direct all problems and information requests: they will refer it to the best person. The CEO is the access and equity officer for Canberra Business and Technology College so if you are experiencing any harassment or discrimination, refer the matter to him in writing.

Canberra Business and Technology College:

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staff is appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Staff and students are required to comply with access and equity requirements at all times.

Canberra Business and Technology College provides equal opportunity in education. Each of our staff members has responsibility for access and equity issues for all students with whom they train and work. They are expected to act in accordance with our Code of Practice and all of our students are made aware of their rights and responsibilities through this Student Handbook.

Induction On Arrival

Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of most aspects of life at the College and provide an introduction to studying, Canberra's costs of living, transportation, facilities and accommodation. In addition, our staff will be introduced, a tour of the provider and the local area will take place and an opportunity to ask questions will be given.

Your induction will include the following subjects with a record made on your Induction Record for International Students:

- Support services available to you to adjust to study and life in Australia
- English language and study support programs
- Safety induction
- Policies and Procedures relevant to your enrolment at CBTC (including Complaints and Appeals Policy, Attendance and Course Progress Policy etc)
- Orientation to the area
- Academic progress
- Further study options that are available during and after the course of study

- Site visit and information on facilities and resources
- Information on legal services
- Information on emergency and health services
- Information on services you can access for information on your employment rights and work related matters
- Information on the [ESOS Legislative Framework](#)
- Accommodation options available with the active support of Canberra Business and Technology College **Administration Manager**.

Identify the important members of staff because you may need to talk with them later. Introduce yourself to the **Administration Manager** you may need them in a hurry!

What you can and cannot do

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course with notification submitted to DHA.

You must comply with your Visa requirements updated by DHA from time to time. This is particularly important for attendance and satisfactory academic performance.

In addition to meeting the requirements of your Visa, there are laws that apply to you as a student visiting Australia. The impacts of these are discussed in this Handbook. Basically, you must be of good behaviour and recognise the rights of others. If you want to look up specific details of the appropriate laws, talk to your trainer. They will be able to provide you with a list of the laws and regulations that apply.

Working with others within the College is as existing in a free and amiable study environment. This requires maturity and at times, understanding. If you have any concerns about how you should act, speak with the **Administration Manager**. Remember though that if you break a law, you may be charged for that breach which will affect your stay in Australia

Unacceptable behaviour may include:

- Continuous interruptions to the trainer whilst delivering the course content
- Smoking in non-smoking areas
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places you or others at risk
- Refusing to participate when required in group activities
- Continued absence at required times
- Being under the influence of alcohol or illegal drugs
- Lack of personal hygiene
- Other objectionable behaviour

You have the following rights once you have enrolled

- To be treated with respect by others, to be treated fairly and without discrimination
- To be free from all forms of intimidation
- To study in a safe, clean, orderly and cooperative environment
- To have personal property and your property protected from damage or misuse
- To have any disputes settled in a fair and rational manner
- To work and learn in a supportive environment without interference

- To express and share ideas and to ask questions
- Please see details related to the [ESOS legislative framework](#) in this handbook

For non-compliance with our rules, the following applies:

- Your **Administration Manager will contact you** to discuss the issue or behaviour and to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
- If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with your **Administration Manager** to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
- Should the issue or behaviour continue, you will be provided with a final warning in writing and a time frame in which to rectify the issue. A copy of this letter will be included on your personal file.
- Should the issue or behaviour still continue, you will be issued with a letter indicating our intention to cancel your enrolment within 20 days. You have the right to appeal our decision to cancel your enrolment as per the Complaints and Appeals Policy. If you do not appeal our decision within 20 days from the date the letter is issued to you, the training services will be withdrawn and you will be notified in writing that your enrolment has been terminated with advice being given to DHA via PRISMS.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.

Student Selection

We encourage applications from males or females from of all cultures and groups provided that they meet the specified guidelines for selection.

You must be older than 18 years of age to come to Canberra Business and Technology College. Canberra Business and Technology College does not enrol students under 18 years.

In addition you need to also meet the course entry requirements that may include testing conducted by Canberra Business and Technology College.

Enrolment

To enrol in any of the courses, there are two options:

- Enrol through our office
- Complete the enrolment form online or through our registered Education Agents

You must submit the following to the **Chief Executive Officer** for consideration:

1. Completed enrolment form, including the agreement at the end of the document
2. Copy of Passport
3. Copy of last two years academic transcripts and qualifications
4. Photographs x 2
5. All your personal details
6. All details of Next of Kin to be contacted in the case of personal emergency
7. Payment of Application Fee

Length of courses

The duration of the relevant course is listed on the course brochure.

Course outcomes

Each of the units of the courses on scope are practical and are listed on the website <https://training.gov.au/Home/Tga>. Satisfactory course completion is all based upon you being able to demonstrate skills and knowledge in the units of your course. They all involve attendance at classroom sessions as well as simulated classroom environment.

At various times through your course, you must undergo an assessment or test to show that you have learned skills or that you have enough knowledge on the subjects being taught. If you do not perform well enough in these assessments, then you may sit them again or elect to show how the knowledge is applied. Assessments are both written assessments and/or demonstration by you in front of a trainer/teacher.

Course outcomes are described on each of the course advertising brochures. At the successful completion of the course, you will be issued a Certificate to show that you have successfully completed the course. If you complete a course partially, you will be issued a Statement of Attainment to show the units that you have completed as part of the course in which you were enrolled. These documents are important and should be stored safely as they may be used as evidence to gain entry into further courses within Australia or overseas.

Canberra Business and Technology College does not have any formal arrangements with any Australian Universities at this stage but we are presently pursuing this option.

Compulsory Fees Schedule

The fees schedule is available on the College website.

Other fees payable at time of issue of the electronic Confirmation of Enrolment (eCOE) may include:

1. Overseas Student Healthcare
2. Airport pickup
3. Accommodation placement

All students are required to pay a non-refundable enrolment fee.

Fees are reviewed periodically and may be changed at any stage at the discretion of CBTC.

Please refer to the Refund Policy for further details.

Student Visa Requirements – General Requirements

According to the Department of Home Affairs (DHA) to be granted a student visa, you must provide evidence that satisfies the entry requirements applicable to you and your country of origin. Assessment factors include whether you have enough money, English proficiency, likely compliance with the conditions of your visa and any other matters considered relevant to assessing your application. You will need to work through your local Australian DHA Office.

You will be required to also show that you meet the selection requirements for any of our courses that you are wishing to enrol in.

These responsibilities must be maintained after your arrival in Australia but it is a requirement that you are aware of these before you sign your enrolment form.

Additional information on your visa issues is available from your Education Agent and on the Department of Home Affairs Internet site on <http://www.immi.gov.au/esos>.

Student Visa Requirements - Change of Address.

Upon arriving in Australia you are required to advise us of your residential address, email address and telephone number and of any subsequent changes to your contact details within 7 days. This is extremely important.

It is your responsibility to ensure that you always update your address details at the College to ensure you receive important information about your course, fees receipts and any other important information.

Additional information on student visa issues is available on the Internet site www.immi.gov.au.

Student Visa Requirements - Overseas Student Health Cover

Australia has a very modern and efficient health care system. It is subsidised by the Australian Government. Overseas Student Health Cover (OSHC) is insurance that allows you to use the Australian healthcare system and it may partially cover the costs for medical or hospital care which you may need while studying in Australia. Most OSHC providers also cover emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as health funds -- before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

OSHC is available through the following providers in Australia:

- [Australian Health Management](#)
- [BUPA Australia](#)
- [Medibank Private](#)
- [Allianz Global Assistance \(subcontracted by Lysaght Peoplecare\)](#)
- [nib OSHC](#)

The students can choose their OSHC provider. Information on options available to students can be found at:

<https://oshcaustralia.com.au/en>

Also, detailed information about the process and cover is available at the Australian Government Department of Health website:

<http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1#insurerofferoshc>

Student Visa Requirements: Attendance

Canberra Business and Technology College has adopted the system of monitoring course progress as per the ESOS National Code.

Each study year is 36 weeks and you must attend the scheduled classes regularly. Each week requires 20 hours training and follows a timetable that is issued prior to enrolment. You cannot complete your courses by distance education or self-paced learning.

Student Visa Requirements: Maintaining satisfactory course progress

You must maintain satisfactory course progress at all times by achieving a 'Competent' grade in all your units. The courses you are undertaking are not just knowledge tests and you can be assessed in several different ways but all require you to be on-site and to provide written evidence to demonstrate you know and understand how things are done. These are called Competencies

If you are not able to show you meet the competencies required for your course completion, then we are required to advise DHA that you are not meeting the course progress requirements. Failure to meet the course progress requirements may result in a cancellation of your enrolment and your student visa.

Please read the 'Course Progress Policy' for details.

Student Visa Requirements – Dependents

Dependents of persons holding a student visa are required to pay full fees in any College, college or university that they enrol in whilst in Australia.

Student Visa Requirement – Working whilst studying

You can only work a maximum of 40 hours per fortnight when your course is in session whilst you are in Australia on a student Visa. Your course does not include any work as part of your study. You are here to learn not work.

Do not work longer than the allowed 40 hours per fortnight when your course is in session as DHA to conduct checks to ensure you are not breaching your Visa condition not to work. In addition, whoever employs you for that period has a responsibility under our DHA law and can be charged with serious offences with expensive repercussions.

You are permitted to work unlimited hours during the College term breaks.

Expulsion

Canberra Business and Technology College reserves the right to expel students for serious breaches of discipline following the appropriate disciplinary procedure. Canberra Business and Technology College will notify DHA via PRISMS. No money is refunded for expelled students.

Sick Leave

Students who take sick leave are required to submit a medical certificate, from a registered medical provider, to the College. Whilst sick days will be entered onto the class rolls, in the calculation of the number of absent days the College must count sick days as absent days.

Approved leave

DHA will only permit us to approve leave to students for major illness, accident or other exceptional compassionate circumstances i.e. death in the family. DHA does not accept reasons such as weddings, pregnancy, and child birth, cultural and religious activities as acceptable reasons for leave.

Further the length of Approved Leave is to be strictly in keeping with the reason for the leave.

Students must apply for Approved Leave in writing and submit supporting documentation i.e. medical certificate from a registered medical practitioner, death certificate and return air tickets. If leave is requested beyond 2 weeks students will be required to defer their studies for the duration of the leave and reapply for their visa once the leave is over. Canberra Business and Technology College **will notify DHA via PRISMS**

Deferral or suspension of courses

Once an overseas student has enrolled in a course Canberra Business and Technology College will not allow the student to defer commencement of their course except on the grounds of illness, evidenced by a doctor's certificate, or other exceptional circumstances beyond the control of the student, eg bereavement. If a student defers or suspends their studies on any grounds Canberra Business and Technology College is required to notify DHA via PRISMS. One of the Student Visa conditions is that you complete your course at our college once nominated.

Please read the Deferment, Suspension and Cancellation Policy for details.

Change to conditions

Canberra Business and Technology College reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.

Fees payment schedule

All students must pay the College fees as per the schedule noted in the Letter of Offer and written agreement.

Non-payment of fees may result in cancellation of registration and reporting to DHA via PRISMS.

Access to Records

Students may access their own personal records by submitting a written request to the Administration Manager. Within 14 days of receipt, and after verification that the records are for the individual submitting the written request, records will be made available to the student.

Only authorised personnel within Canberra Business and Technology College may access student records. Trainers and Assessors only have access to records for students for whom they are responsible for either training or conducting assessments. They cannot access any other student records.

The Administration Manager has access to student records to ensure records are maintained and up to date as required (eg when entering computer data, and preparing or entering information into files for a student, to issue qualifications or in response to a written request by the student for information).

The CEO, authorised staff and ASQA auditors have access to student records in relation to conducting audits and ensuring records are maintained and stored as required Canberra Business and Technology College policies and procedures. All authorised personnel are required to ensure information is kept confidential and is only accessed in the course of their duties. No information is released to any other person without the express written permission of the student.

The protection of the Unique Student Identifier– and the personal and educational data that it links to – is paramount and important safeguards will be in place to protect your privacy. A key principle underpinning the initiative is that individuals will have control over their Unique Student Identifier and can determine who can have access to the personal and educational records associated with it.

Under the Unique Student Identifier initiative a student's Unique Student Identifier must not be collected, used or disclosed by anyone other than the student for a purpose other than those set out in the legislation. There is also a requirement that anyone that has a record of your USI is to protect that record from misuse or unauthorised access.

Your privacy is further protected by the legislation requiring that any personal information collected by Canberra Business and Technology College solely for the purpose of applying for the Unique Student Identifier on your behalf is to be destroyed after the Unique Student Identifier is obtained.

The Unique Student Identifier will be stored by the Student Identifiers Agency, along with some personal information about you, such as your name, date of birth and a way of contacting you such as an email address. The Unique Student Identifier will also be held by the National Centre for Vocational Education Research in a separate database along with your student's training records.

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The Australian Information Commissioner will be the key regulator of the privacy and confidentiality aspects of the Unique Student Identifier legislation and will have the capacity to investigate and impose a range of sanctions.

Unique Student Identifier

Every student who undertakes nationally recognised vocational education and training (VET) in Australia (or overseas from an Australian-registered provider) will be able to access their enrolment and achievement record from a single authoritative source.

An individual can apply for a USI. The USI must be provided to Canberra Business and Technology College before the student can receive a statement of attainment or qualification from 1 January 2015.

Canberra Business and Technology College will not be required to apply for a USI on behalf of their students. Under the existing requirements for registration, Canberra Business and Technology College is required to meet the requirements for implementation of a national unique student identifier. These requirements include Canberra Business and Technology College must:

- Verify a USI supplied by a student
- Ensure a student has a valid USI before conferring a qualification or statement of attainment on that student
- Ensure the security of USIs and related documentation
- Destroy any personal information which is collected solely for the purpose of applying for a USI on behalf of a student.

Use of your Personal Information

CBTC may release Information collected about you throughout your enrolment as required under law and in order to meet our obligations as a CRICOS Registered Training Organisation, to the Commonwealth Government, including the Tuition Protection Scheme (TPS) and/or designated State and Territory agencies, including the Department of Immigration; or legal institutions, in accordance with the Privacy Act 1988.

Medical Problems

If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house. Surgery hours usually start from 9:00 am and the surgery may be open all day. When you arrive, the receptionist will ask you for your Medibank Private Membership card. Don't forget to take your Medibank Private Membership card when you go to the doctor's surgery. If you cannot leave the house, you can ring the Doctor's receptionist and make an appointment for the doctor to visit you, which will be more expensive.

If you cannot come to College, the doctor will give you a medical certificate that describes what is wrong with you and says how many days you may stay at home. Don't forget to give your medical certificate to the College receptionist when you return to class. You keep the original certificate and we will place a copy on your file.

In Australia, you only have to pay 100% of the cost of a visit to your local doctor, and if you are in a public hospital you may not have to pay at all. However, you may have to pay more to see a specialist or if you are in a private hospital.

Welfare & Guidance Services

Enrolments/Queries Fees, registration documents, payments

Akhilesh Arora Academic Manager,

College address: 75 Gozzard Street, Gungahlin, ACT 2912

Administration Manager/ Student Support Officer

College address: 75 Gozzard Street, Gungahlin, ACT 2912

- Support in finding accommodation
- Learning pathways and possible RPL opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Any other issue

Privacy & Confidentiality

CBTC is committed to protecting the privacy of your personal information.

You have the right to see and review your personal and training file at any time provide you organise it with the **Administration Manager** with 14 days' notice.

We have a Privacy Policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Canberra Business and Technology College will exercise strict control over confidential information. If a third party requires client information we will obtain your prior written consent prior to the release of any information.

Discrimination

A fair go is your right. It doesn't matter how old you are or whether you were born in Australia or overseas, the Equal Opportunity legislation and federal anti-discrimination laws protect this right.

It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) because of your actual or assumed:

- | | | |
|-------------------------|--------------------------------|--------------------------------|
| • Age | • Lawful sexual activity | • Pregnancy |
| • Carer status | • Marital status | • Race |
| • Disability/impairment | • Physical features | • Religious belief or activity |
| • Gender | • Political belief or activity | • Sexual orientation |

It is also against the law for someone to sexually harass you.

If you make a complaint (or help someone else make a complaint), it is against the law for someone to hassle or victimise you because you have done so.

It is also against the law to authorize or assist another person to discriminate or harass someone.

Discrimination in education

If it is based on a personal characteristic protected by law, unlawful discrimination may happen when:

- Deciding who will be admitted as a student including refusing to accept a student's application
- Denying or limiting access to benefits

Any other unfair treatment based on a personal characteristic defined by law.

Sexual harassment

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law says it will be sexual harassment.

Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

Safety

The Work Health and Safety Act is strongly enforced in Australian Capital Territory. It means that you cannot be placed at risk through anything that you may be asked to do by the College. Your trainers have been specially trained in the College's safety standards

Should you be asked to do anything you feel is unsafe?

- stop,
- advise the instructor of your worries and do not proceed
- stop anyone else with you from doing anything unsafe.

It is the College's **Chief Executive Officer's** responsibility to keep you in a safe working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free environment: arriving intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or otherwise acting dishonestly, then you may be reported to DHA via PRISMS and the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training.

Full Time Study

Australian law requires International students to study 100% of a full time study load.

International students are not entitled to undertake a reduced study load because of credit transfer or exemptions or to repeat failed units. Students in this situation will be guided by their course coordinator on what alternative subjects may be available or which subjects they can undertake to ensure they have a 100% full time study load.

Further Study

There is no guaranteed entry into University programs; however as a general rule students with a good academic track record will have the best chance of being accepted by a University.

Language, Literacy and Numeracy (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Administration Manager will contact you to discuss your requirements.

The Administration Manager will organise formal testing and possible English remedial courses within the college to improve your English speaking or writing ability. Numeracy problems will be accommodated through using other forms of assessment.

Where language, literacy and numeracy competency is essential, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

Flexible Learning Strategies & Assessment Procedures

We customise our training/assessments to meet your specific needs. If you are having difficulty achieving competency in any unit/ assessment, please discuss the matter with your trainer and where possible alternative learning/assessment strategies will be provided to you.

Competency Based-Training and Assessment

Competency involves the specification of skills and knowledge and their application to a particular standard of performance required in the workplace. This is listed in the course brochure and also the course details listed on <https://training.gov.au/Home/Tga> training packages.

In competency based training you have to demonstrate the skills that you are learning. These are recorded to provide evidence of your skill should anyone ask in the future. You will be asked to perform within the group and you must be aware that at all time, you are learning and being assessed even if it is a group activity.

Assessment

Assessment is carried out by the comparison of your skills and knowledge, against the requirements of the Standards.

Assessments are not a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your trainer simply needs to know which competencies from your course you have mastered, and which competencies require further practice and will be flexible in the assessment method used.

It is in your long term interests to ensure that all of the skills necessary for the job have been mastered; our aim is to help you to learn those skills in the right way

Trainers

Your trainer is to objectively assess and judge your performance either practically or written against a set of standards. Your trainer has been selected because he has a sound knowledge of your course and be skilled in its application to the Australian Workplace.

Forms of Evidence

In general, basic forms of evidence include:

- Direct performance evidence - current or from an acceptable past period - from:
 - extracted examples;
 - natural observation; and
 - simulations, including competency and skills tests, projects, assignments
- Supplementary evidence, from:
 - oral and written questioning;
 - personal reports

GRADUATION, WHAT NEXT?

Graduation

Once you have successfully completed all of the units of competency required by your course, you will receive your certificate.

The Certificate lists the qualification gained and all of the individual units that make up the units within the course.

This is an important document and should be stored carefully. You will have to present it if you are applying for courses at any other Registered Training Organisation. It may also be required by an employer or other person if you have applied for and been granted an extension or variation to your Visa.

Incomplete Qualifications

If you leave the course without actually completing and being deemed competent in all of the assessments in full, then you are only entitled to be issued with a Statement of Attainment. This is simply a list of those units that you have been competent in during assessment.

Reissuing Qualifications

If you need additional copies of your qualification, then application must be made to the **Chief Executive Officer** of the college in writing with proof of identity provided.

Ideally you should attend the college to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:

- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred

Feedback

Canberra Business and Technology College actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.

We monitor compliance with ESOS Framework and our policies and procedures through the use of evaluations at the completion of courses.

Any deficiencies are documented on an **Improvement Request Form (20)** to ensure appropriate follow up action is taken.

Living In Canberra

Climate

Canberra is 150 km inland of the NSW south coast. It is 280 km SW of Sydney and 660 km NE of Melbourne.

The city is built on elevated plains (about 580 metres above sea level) that were formerly eucalyptus forest. The city's main water features, Lake Burley Griffin, was formed by damming the Molongolo River.

Canberra is subject to seasonal weather. Although the air is dry and generally quite still, temperatures vary markedly across the seasons. Frosts are common in winter, with the temperature often dipping 3-4 degrees below zero overnight. Summers are warm and can produce extended spells of 30+ daytime maximums. Rainfall is relatively light and spread over the year.

Canberra is Australia's capital and one of its few inland cities. It, along with the territory it occupies within New South Wales (NSW), was marked out during the early 1900s as the home for Australia's parliament. The city is highly planned, with the design featuring an artificial lake and roads fanning out from Parliament House.

Plans for Canberra also included the Australian National University (ANU), which was constructed next to the lake. The city centre is on one side of the campus and botanical gardens on the other. The city is an easy place to live in and study and attracts its fair share of international students. It has excellent infrastructure, including the best roads in the country and long networks of paths for cycling and walking. There is also plenty of space. The city is spread across a wide area, with large tracts of land set aside as parks and bush reserves.

Who lives in CANBERRA?

Students

A large student population lives, studies, works and plays in the city of all students studying in the city, 25 per cent also live here. The students are often young adults, aged 20 to 35, many from Asian countries.

They are attracted to the location because of lifestyle and also proximity to educational institutions. They are an active population, engaged in social and sporting and exercise activities. They almost all have computer and Internet access.

If you're thinking of studying in Canberra you may need to know what it will cost to support yourself. Obvious things that come to mind are accommodation, food, clothes and child care.



We estimate that an international student requires a minimum of \$10,000 to \$16,000 for living expenses for each academic year.

Initial establishment costs for a shared apartment, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least \$1,500.

Living Costs

The Australian government publishes general information about living costs in Australia. It is important for you to read this information: <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

We have provided further details below.

Accommodation

Canberra Business and Technology College will provide, upon request, details of the accommodation services of a range of accommodation providers in Canberra. If required, Canberra Business and Technology College will provide booking assistance. However Canberra Business and Technology College is not responsible for or makes no guarantees about any accommodation services or costs.

Finding somewhere to live is probably one of your greatest concerns on arrival. The College is pleased to assist you in locating accommodation but it is up to you to make the necessary arrangements and decisions. The college has a list of vacant accommodation specifically for international students. We can liaise with landlords and real estate agents regarding any tenancy matters. At any time you can make an appointment to discuss your accommodation needs. If you have recently arrived in Canberra the college can provide advice and transport for you when inspecting accommodation.

Sorting out your needs

Finding accommodation is dependent upon you knowing which preferences are the most important to you. (e.g. are you willing to spend more to be closer to the campus?) Some questions you should be asking yourself include:

- How flexible is my budget?
- Do I need meals provided?
- Can I live with more than 3 people?
- Does it have to be fully-furnished?
- Close to major Shopping Centre?
- Does it have to be brick or wooden?
- Do I need full security?
- Preferred mode of transport?
- Close to campus?

Once you know what preferences are most important to you, decide on the type of accommodation that best suits your needs. Be prepared to be flexible and change your preferences according to the accommodation available at that time.

The college can give you a realistic picture of what to expect given your requirements.

Is the type of accommodation you are looking for available immediately, are you prepared to wait, or perhaps compromise your preferences? We can also put you in touch with others who may be looking for similar accommodation.

Inspecting suitable vacancies and making a decision

Use a checklist when inspecting possible accommodation. Don't be afraid to ask questions and be direct. It is not normal practice to bargain on rental prices.

It is in your interest to know what is involved in starting a tenancy and what your legal obligations are.

Types of Accommodation

Renting a whole house or Shared House or a Residential unit, Residential College, Homestay/full board Hostels

Estimates of Rental Accommodation:

These rental averages are per week:

Boarding Houses

Boarding houses range from fairly large commercial properties to average sized houses run by private citizens. Full board, room with use of facilities, or room only are available. You can expect to pay about \$250-\$350 per week for a single or shared room in a boarding house.

Apartments/flats

1 bedroom	\$200 - \$250
2 bedroom	\$250 - \$350

House

2/3 bedrooms	\$250 - \$400
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Cost of Utilities:

Please take account of the extra cost of the use of electricity, the telephone and gas on top of your rent. The initial approximate costs of connecting these basic services are as follows:

Connection of Gas	\$120
Connection of Electricity	\$120
Connection of Telephone	\$50

Renting a whole house or unit

This is the most common type of accommodation chosen by international students. A weekly rent is charged for a furnished/unfurnished flat or house. Other costs include electricity, gas, and telephone. When renting, a tenancy agreement - usually for a minimum of six months- will have to be signed. A tenancy agreement is a legal document which sets out rental conditions, together with the minimum period of time for which the property is rented. Rent is generally paid 2 - 4 weeks in advance.

Strengths

- Quiet study environment
- Greatest independence & personal freedom
- Reduced costs if sharing
- Freedom to choose compatible sharer/s

Concerns

- Bond/rental agreements
- Provision of household utensils/ appliances/ furniture
- Highest establishment cost
- Increased tasks - reduced study time
- Expensive (if renting alone)
- Diminished cultural/language interaction

Shared house or unit

A set weekly rent is charged for use of a bedroom together with the use of other living areas (e.g. lounge, dining, bathroom, and kitchen) within the unit/house. It is important to check what furniture, if any, is provided with the room. Sometimes the rent includes the cost of electricity and/or gas; otherwise these bills are shared equally between all co-tenants.

Food costs are additional and are normally left up to the individual, however you should have use of all kitchen facilities. Shared accommodation may be offered by either a single person or couples, who might be local residents or other international students. Responsibilities involved in shared accommodation include shopping, cooking and cleaning for oneself. Also, the bond for the place can be shared among the share mates. Prices for shared accommodation could range from \$100.00 - \$200.00 per week.

Strengths

- Greater independence in lifestyle & food
- Expand social network
- Reduced weekly costs & greater control over weekly expenses
- Opportunity to increase cultural awareness and English language skills
- mutually supportive environment
- Cultural compatibility

Concerns

- Personal difficulties with fellow sharers
- Provision of household utensils/appliances
- High establishment costs with bonds (security deposits)

- Diminished "family" support
- Communication/cultural differences
- Diminished cultural/language interaction

Homestay

A set weekly fee is charged to cover all expenses associated with food and shelter, including two meals per day, provision of facilities (e.g. towels, blankets, sheets, eating utensils), fuel costs (gas and electricity) and cleaning services (e.g. sweeping and dusting of rooms). Unless otherwise requested, students have their own bedroom with study facilities (e.g. bookcase, desk, study light), together with the use of other living areas, (e.g. lounge, dining, bathroom and toilet) within the flat/house. The homestay provider may be either a single person or a family.

The average price for homestay is \$240- 325 per week.

Strengths

- Secure "family" environment
- Daily needs catered for
- Opportunity to increase cultural awareness and English language skills
- Not restricted to a fixed period
- No other establishment costs

Concerns

- Communication/cultural differences
- Type of food provided
- Study distractions - noise
- Lack of privacy and freedom – rules

Common Abbreviations in Accommodation Advertisements

- | | |
|---|--|
| • adj – adjacent | • normally with a garage underneath |
| • amens - amenities meaning shops, bus station | • immac - immaculate referring to the condition of the |
| • b'ins, bi's, bir - built in wardrobes, closet | • premises |
| • bds, bedsitter - small room similar to a sleep-out | • ldy, ldry - laundry |
| • bv - brick veneer | • ls, l'set - low set house, ground level |
| • c/port – carport | • lu gar - lock up garage |
| • cls amen - close to amenities | • p/f, pf - partly furnished |
| • conv - convenience | • |
| • cple – couple | • refs - references |
| • cpt, cptd - carpet(ed) | • renov - renovated, to repair and improve |
| • ctge - cottage | • s'out - sleep out, small room usually connected to a larger |
| • d.gar, dble gar - double garage | • room |
| • encl patio - enclosed patio | • sc, s.cont - self-contained means a room with its owns |
| • ens - ensuite | • bathroom and kitchen |
| • f furn, ff - fully furnished, usually includes beds, dining tables and chairs, lounge suite, refrigerator | • spac - spacious |
| • f/fence - fully fenced | • t'house - townhouse |
| • f'ette, fl'ette - flatette | • unf, u/f - unfurnished, usually does not have a refrigerator |
| • frig - refrigerator | • v'dah - veranda, balcony |

- gar - garage
- granny flat - usually small area with a bathroom and
- kitchen, self contained flat
- h'set, hs, h/s - high set house, above the ground,
- w/m, wm - washing machine
- of vacancies and real agent agents on the web
- normally with a garage underneath
- immac - immaculate referring to the condition of the

Moving In

If the premises you want to move into was vacated less than two weeks before, it is more than likely the gas will still be connected. A security deposit of approximately \$100 will be required when you lodge your application for supply of gas. You can use your credit card and apply by phone. You will need some form of identification. If your application is lodged before midday, the gas can usually be turned on that afternoon. If the premises has gas appliances (stove, hot water)

It is not possible to get your gas connected on weekends. Bills arrive every quarter. When you are ready to vacate the premises, giving three working days notice, to arrange transfer or refund of security deposit.

You can request a service/quote during normal business hours. If you are renting your property, you will need approval from your landlord prior to our licensed gas Service Technician or Fitter's visit. You can apply over the telephone to have the gas connected. An invoice for the security deposit of \$60 and establishment fee of \$27.50 will be sent to you.

This can be paid at any Australia Post Office within 7 days. As long as there is access to the meters you will not be required to be at the premises when the gas is connected.

Switching on – Electricity

Firstly, check if the electricity is connected at your new premises. Then apply over the telephone. You will need to give some identification such as your passport number. There is approximately \$100 security deposit which has to be paid at a Commonwealth Bank Office or Australia Post Office, within 14 days. You can use your credit card. The power will still be connected if the previous tenants have moved less than two weeks before. Your account will start from the date of supply.

If the power is not connected a visual safety inspection will have to be carried out by your chosen energy provider.

Telephone connection

Contact Telstra - 13 2200 and give your personal details and details of the existing service (i.e. whether your accommodation has a telephone or not). Telstra will then carry out a credit check and a service will be provided according to the results of that check. The actual cost of installing a telephone depends on the existing service at your new place. If there has never been a telephone Telstra will have to install a new line and telephone which will cost you a minimum of \$200- \$300.

If you already have a telephone line and no visit is required there is a connection fee. If there was a previous service and a technician visit is required it will cost approximately \$125- \$150. A handset may also be required to be picked up from Telstra shop (\$20). Installation costs will be charged to your first bill which will arrive in 2-3 weeks. Each bill will contain an itemised list of all international, STD and mobile calls made during that period. Telstra also charges a monthly fee of approximately \$3.00 per month for rental of the handset.

In shared accommodation only one person can apply for the telephone making him or her solely responsible and liable for the bill payments. For further details visit: www.telstra.com.au Optus is an alternative telecommunications company to Telstra, to connect to Optus, just ring 133 345 (Mon to Fri 8:30am-9:30pm, Sat 9:00am-6:00pm) or visit www.optus.com.au. It normally takes fourteen working days, but if you return the application form via fax, it can be quicker.

Mobile telephones

Buying a mobile phone usually involves paying for the phone, a connection fee, a monthly access fee and the actual time spent on calls. Many students find the pre-paid plan a cheaper alternative to signing a 12 month contract. It is in your best interest to check out prices and options at a customer service desk before deciding what the best mobile phone service for yourself is.

Each company offers a variety of 'plans' that are specially made to suit a particular type of user, i.e. someone who uses it for ALL their calls or someone who just wants it for emergencies. So ask yourself: - Do I really need one? Can I afford a minimum of \$30 per month for 12 - 15 months (or whatever the contract is offering)? ...How often will I be using it? As a rule the cheaper the monthly access fee, the higher the rate per 30 seconds. Flat rates are available from some companies. The main mobile phone companies are Optus, Telstra, Vodafone, and 3G. Be sure to check out prices and options and 'Beware' that there is usually a penalty or payout figure if you break your contract. Make sure that you understand the legal implications of your contract before signing.

Shopping

Supermarkets like Coles, Woolworths and Aldi are the most popular food shops where you will find fresh fruits and vegetables, frozen foods, canned goods, meat, bread, laundry and cleaning supplies, personal needs and non-prescription drugs. Other shops such as K-Mart, Target, and Best and Less are known for inexpensive clothing and household items. Myers and David Jones tend to be more expensive. Please check on individual stores for hours of operations.

Other shopping

Should a business give you a refund? Yes, if:

- It is faulty or damaged: The article is broken or will not work.
- It is unfit for the purpose: This means the item will not do what it is supposed to do.
- It does not agree with the description: eg. Leather upper and vinyl sole is not an all leather shoe.
- It does not comply with the sample you were shown: What you were given was different from the one on display.

No, if:

- You changed your mind after you purchased the item.
- You found it cheaper elsewhere.
- You decided it was too expensive.
- You knew about that particular fault prior to purchase.
- You were responsible for causing the fault.

Before buying you should:

- Think about what you want the product to do
- Shop around for the best deal.
- Compare quality and price.
- Ask for advice.
- Inspect goods carefully.

If things go wrong:

- Be sure you didn't cause the fault.
- Stop using the faulty goods
- Let the seller know as soon as possible & return the faulty goods or write to the seller as soon as possible.
- Give details of the fault and what you would like the trader to do about it.
- When returning goods, take proof of purchase with you- eg a receipt or credit card slip.
- If there is a dispute ask to speak to someone in charge.
- Often you can settle things there and then.
- If you cannot see someone in authority, write a letter instead.
- Explain the problem clearly and calmly.
- If you leave the goods with the store, make sure you get a receipt.

Furniture

As it becomes harder to find rental accommodation that is fully furnished, you are left with the options of:

- buying new
- buying used / second hand
- or renting the furniture & appliances you need.

As unfurnished accommodation usually does not include a refrigerator and washing machine, it is up to you to prioritise the items of furniture you need the most to be comfortable. If you are in shared accommodation – who will pay and how much?

New Furniture / Appliances

If you require new furniture and appliances, K-Mart, A-Mart and Target stores are to be found in most of the larger shopping centre. These stores are reasonably priced. A list of locations can be found online through "Yellow Pages".

Used Furniture

One way of buying used furniture is to check Ebay or Gumtree. Items sold privately are normally cheaper and you can bargain (within reason) with the seller. It is normal practice to call the seller, ask questions about the item and get their address so you can inspect before buying. The biggest drawback is the time taken to travel to private homes to inspect the items.

Renting Furniture

Make sure you ask about student rates.

Prices are determined by how long you want to rent and how many items (white goods and furniture). The advantage of renting the items you require is that you don't have a huge initial outlay of money to purchase your requirements.

You also have the added security of knowing that should the appliance break down it is normally repaired or replaced by the company. But you must remember that renting is a continuing cost. Depending on the length of your stay in Canberra, it can work out to be a very expensive method. Unlike second-hand goods that can be sold on departure, rented items are of no value to you when you no longer need them.

Second-hand shops

Other alternatives to private sellers are second-hand shops.

Some offer 10% discounts to students and has a wide variety of goods available. They are also willing to buy back the same items from you when you have finished your studies. Check with other shops about this when you purchase your furniture. A popular pawn shop called Cash Converters has TVs, stereos, computers, and kitchen appliances. Any electrical item bought from these shops normally comes with a one month warranty (guarantee) at the time of purchase. Make sure you ask about their warranty or refund policy. Check the Yellow pages - Second hand Dealers - for the locations of Cash Converters and other dealers.

There are other second-hand shops that only deal in white goods, such as refrigerators or washing machines. While their goods may come with a one month warranty period it is often possible to pay extra for a longer warranty period.

Public Transport

ACT has an easy – to – use, efficient bus system that services all parts of the Coast and surrounding suburbs. Please refer to <https://www.transport.act.gov.au/> for additional transport information.

Private Transports

Drivers Licence

If you hold a valid driver licence issued under the law of another country a “foreign drivers licence”, you are allowed to drive any class of motor vehicle authorized on that licence in ACT along with your passport. You must have the licence with you at all times when driving and immediately show the licence to a police officer when asked to do so. You must not drive in ACT when:

- your licence is no longer a valid licence or
- your authority to drive in ACT on that licence has been suspended or
- your authority to drive in ACT on your driver’s licence has been withdrawn

If you breach any traffic regulations your privilege to drive in ACT can be taken away.

Your authority to drive in ACT on your foreign driver licence will be withdrawn 3 months after you become an Australian citizen or 3 months after you get a visa that allows you to stay in Australia indefinitely. You will need to get an ACT driver licence to continue driving in ACT. There are severe penalties for driving while unlicensed.

Getting a driver licence

If you do not have a driver’s licence and will be in Australia for more than 6 months you can apply to obtain a ACT driver licence, including a learner licence. You may be asked in your application to state your reasons for wanting a ACT driver licence.

Buying a car

Before you get carried away thinking about yourself behind the wheel of your dream car, get real and consider the cost.

Cars aren’t cheap

Owning a car can cost an extra \$70 - \$80 per week, which includes;

- registration fee (\$300-\$450 every year, which includes Compulsory Third Party Insurance - CTP) every car must be registered to be on the road
- • annual insurance premiums (varies according to type of vehicle & policy)*
- • regular maintenance (\$25/week) • unexpected repairs (\$30/week or more for older cars)
- • petrol (every week)
- • parking (more than \$10/day at GP)

Insurance

CTP - Compulsory Third Party Insurance is paid as part of your annual registration fee. CTP insurance protects you against any claims that could arise because of death or injury to another person, caused by the negligence of anyone driving your car. CTP does NOT cover damage to vehicles or property. It is advisable to purchase Third Party Liability Insurance. This covers any damage caused to someone else’s property, but does not cover the repair bill to your own car. This is the cheapest form of voluntary insurance you can buy and is good for older cars. Fire & theft cover is optional with this policy.

Full Car insurance or Comprehensive insurance gives you the greatest protection but cost the most. Shop around for the best value.

Cycling

The Canberra and Queanbeyan Cycling and Walking Map shows on-road cycling lanes, shared use paths, unsealed paths, roads and free bicycle parking facilities. The information on the map reflects current ACT and NSW Road Rules and road and path safety advice.

This map was finalised in consultation with the community. The government thanks many people and organisations that contributed to the map's development.

Please refer to the below link to access the map

http://files.transport.act.gov.au/cyclingmap/images/act_cycling_walking_map.pdf

Health & Medical

Each public hospital has a 24 hr Emergency and Casualty department where you may seek help after hours and during weekends. Expect to wait a long time to see a doctor at a public hospital unless of course it is an emergency. You should check whether your OSHC provider covers outpatient treatment.

Pharmaceutical Prescriptions

Pharmaceuticals prescribed by a doctor are not free nor are they available from doctors. They must be purchased at a Chemist. If the cost of the prescribed medication is over a certain amount you may get a partial refund through OSHC provider. Pharmaceuticals prescribed under a certain \$ amount are not claimable. Please check with your OSHC provider.

Overseas Student Health Cover – OSHC

The Department of Home Affairs requires all international students and their families (on “dependent” visa) to have medical insurance while in Australia. Currently there are five insurance companies that provide OSHC.

These are:

- BUPA Australia
- Medibank Private
- Allianz Global Assistance (subcontracted by Lysaght Peoplecare)
- nib OSHC
- Australian Health Management

Each company provides a basic health insurance which covers the cost of consultations with a General Practitioner, blood test, x-rays, hospital treatment, some pharmaceuticals, and emergency ambulance. Make sure you know what is covered by your provider and what is NOT covered. Read the policy carefully particularly with regards to pre-existing conditions.

Membership

Your health cover membership begins the day you land in Australia or the day payment is received. New students who have paid their OSHC fee and are insured with “Medibank Private” will need to order their OSHC card. Your card will then be sent to your Australian address.

If you have to see a doctor but have not received your card, make sure you keep the receipt to claim the doctor's charge back at a later date. You are responsible for ensuring your OSHC remains valid throughout your stay in Australia. As long as you remain in Australia on a student visa you MUST be covered by OSHC.

Claiming A Refund

To get a refund for doctors' fees and prescription medication, submit a claim form and original receipts to your OSHC provider.

Extra Health Insurance Cover

You may wish to take additional insurance for services such as dental, optical, chiropractic, physiotherapy, clinical psychology all of which are not normally covered by the basic OSHC package. Check with individual insurance companies for extra cover and make sure you are aware of the conditions that apply for certain coverage.

Dental services

OSHC does not cover dental services. You will have to see a private dentist, which generally costs approximately \$80- \$120 for the first visit. You should be given a good estimate/cost of the work to be done after your first visit. If in doubt seek a second opinion. Some dentists are more expensive than others. Appointments are necessary to visit a dentist, and payment at time of service is always expected.

Family Planning

Family planning, contraceptives, and sexuality issues can be discussed with nurses, doctors, or counsellors. There are also several centres throughout Canberra providing advice and specialist services to the community.

Other Services

Counselling

Feeling homesick is normal and can affect anyone at any age. Being in a new country and new university is difficult and can be overwhelming for anyone regardless of cultural background, age, gender, and life experiences. In Australia it is common to seek help and speak to a counsellor about fears, stresses or distresses, grief, academic anxieties, relationship issues; any concern affecting your lifestyle. Counselling can help you achieve and maintain a balanced and healthy lifestyle.

"Lifeline Canberra - Personal and Family Counselling" unit provides personal and marital counselling for people of all ages who want to make changes in their lives. Lifeline (phone 13 11 14 open 24hrs) is a safe and supportive environment adhering to respect of an individual and maintaining confidentiality of all its cases.

Money Matters

Banking

The main types of financial institutions in Australia offering banking and financial services are banks, Credit Unions and Building Societies. Banks are licensed and regulated under Federal or State Government legislation whilst credit unions and building societies are registered and regulated through Government legislation in each State and can vary from state to state.

Some of the common banks are:

- Commonwealth Bank of Australia (CBA)
- National Australia Bank (NAB)
- Westpac
- ANZ

Business hours for most banks are from 9:30am to 5.00pm, Monday to Friday and 9.30am to 5.00pm (except public holidays).

Opening an account

You will need to show your passport and any other identification when opening an account. Every bank has an account suitable for your day to day needs, a Keycard account. Keycard accounts allow you to deposit, withdraw cash and transfer money from any automatic teller machine (ATMs) or use EFTPOS (electronic funds transfer at point of sale). This allows for any goods or services, including petrol and groceries, directly from your bank accounts or credit card. You can usually withdraw cash at the same time, so you don't have to go to a branch or ATM. You use the same PIN (Personal Identification Number) for both ATMs and EFTPOS, leaving you only one number to remember. You are normally given a limited number of free ATM and EFTPOS transactions. If you exceed that amount, charges will apply. All bank charges and transaction fees should appear on your bank statement. Regardless of which bank you choose, you can usually withdraw your money from another bank's ATM, although bank fees will always apply unless stated by the bank.

Interest on accounts

Interest earned in accounts is regarded as income and will be taxed if you earn more than \$10 interest per month. You will be asked to give your tax file number to the bank when opening a term deposit. For more details read Fact Sheet 7 - Employment – taxation matters.

Net & Phone bank

All banks and credit unions have facilities for you to do your banking through the telephone or internet. Using a touchtone phone you can get your account balance, transfer money, and pay bills to companies such as Telstra, Energex, and Optus. BPAY is a universal method of paying bills. When you see the BPAY logo on a bill, you can use the phone and internet banking system of your bank to pay that bill. You can pay any number of bills at one time - 24hours a day, 7 days a week. Remember to keep a record of your receipt numbers after making payments. There will normally be a bank charge to use BPAY facility. All banks will require you to register with them before using their phone or internet banking facilities. Enquire at your bank or visit their homepages at: ANZ - www.anz.com.au CBA - www.combank.com.au NAB – www.national.com.au Westpac – www.westpac.com.au

Transferring money from overseas

The safest way to receive money from your home country is by sending it via a Telegraphic Transfer, which is an electronic method of transferring funds. It is safe because the funds are cleared upon receipt and deposited directly to your account. This eliminates the chances of lost drafts in the post, and being fraudulently amended as well as giving you immediate access to your funds once received in Australia. A cheaper alternative for the sender is an international bank draft. Clearing the funds will take three days if the draft has been issued in AUD and drawn on an Australian Branch of a recognised bank. If the draft is however drawn on a foreign bank and in a foreign currency, banks usually place a **20 working day** hold on the funds until the cheque has been paid. If the cheque value is greater than AUD \$5000, there could be further delays. Students can pay for their tuition fees via credit card, bank draft or telegraphic transfer.

Foreign currency restrictions

There may be currency export restrictions in certain countries. If so, you will need to obtain a letter to prove your status as a student and itemized amounts for your tuition fees and living expenses.

It is always advisable to clarify information from the bank in your home country before requesting the letters.

Budgeting

(The following are extracts from "Budgeting - Making it easy" published by Credit Union).

Budgeting is the best way for you to take control of your finances, save money and plan for the future. To avoid the pitfalls of overspending and be able to handle the unexpected bills which occur from time to time, a budget is an essential part of everyday living. Financial planning - budgeting - is the best way to achieve your short and long term goals. Benefits of good money management • You will have more control and direction over your personal affairs.

- You will be able to trim those trivial purchases and concentrate on your most important goals.
- You will achieve savings to carry you through any emergencies.

Setting short and long-term goals

At the start of your **BUDGET** plan you should ask yourself "What are my short-term and long-term financial goals?" Making these choices will give you a number of targets incentives for drawing up your budget. It is important to be **REALISTIC**. Once you have worked out how much you have left to spend, set aside a certain amount for savings towards your goals. You may be able to arrange a special saving account by having your savings specially allocated towards buying your new computer or overseas holiday.

Control your spending

Deciding to budget does not mean that you have to completely cut out spending on optional items that are important to your lifestyle. However it is important to be realistic about optional items and become a disciplined shopper as well as a disciplined budgeter.

Tips for shopping on a budget

With a little bit of planning beforehand, wise shoppers should keep the following rules to get the best value for money:

- Make a list of needed groceries and only buy the items on your list. Keep a note of items which run short each week and add to your list.
- Have a meal before going shopping. Hungry shoppers are tempted by food delicacies which can make holes in the budget
- Plan a weekly household menu which takes account of individual preferences, nutrition and value for money
- Scan local newspapers and 'junk mail' for weekly grocery specials and compare
- Prices in shops and supermarkets in your area. Fruit and vegetables in season are much cheaper than those 'out of season'.
- Beware of impulse buying. You are less likely to buy on impulse if you get to know where goods are placed on your local supermarket shelves and organise your shopping route in the store in a regular pattern. You will be less likely to find tempting items while searching for needed products
- The cheapest brand may not always give the best value. Read labels carefully to compare contents, quantity and weight
- Learn to estimate the price per unit (or even carry a small calculator) of products to determine value for money
- Be careful not to buy more than you need in perishable items such as meat and fresh vegetables or they could become stale and need to be thrown out before they are used
- Always check the 'Use by' date on the item being purchased. The 'Use by' date is an indication of the freshness of the item and, whilst some supermarkets offer low prices for out-of-date items, it is not always advisable to buy these as they may be stale or contaminated.
- Supermarket shelves usually have the higher priced items placed at eye level. Check the lower shelves for lower priced items of similar quality
- Check with senior students for information regarding the best places to shop for certain goods

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- Get together with friends and form a food cooperative. This can result in lower prices for you. For example some butchers offer cheaper prices for bulk orders of meat.

Working out a budget

Set aside several hours to complete your budget. Use a pencil to fill in the **Budget Planner** below:

Income

List all your incoming money (after tax) in the budget planner on a weekly and yearly basis.

If you receive an allowance from parents on a regular basis break it down to a weekly figure (\$2000 for 3 months = \$2000/13 weeks = \$154/week). If the amount is irregular, then work out the average based on the past 6 months. Any wages for part-time jobs, Interest on term deposits, savings, etc

Allowance	\$ _____
Part-time wages	\$ _____
Bank interest	\$ _____
Total income	\$ _____
Expenses	\$ _____

Make a careful list of all your expenses. If you don't have any idea of what some bills are likely to cost refer to the budget calculator on our website. Remember to also keep a detailed list of your spending over the next few months, so you know exactly where your money is going and where you can cut back. Divide your expenditure into different categories to enable you to decide on your spending and saving priorities:

- Basic Expenses
- Lifestyle
- Savings
- Payments

You will find that some items will be weekly (food, transport), some monthly (telephone), some quarterly (electricity, gas), and some yearly (health insurance). To arrive at annual figures multiple weekly amounts by 52, fortnightly by 26, etc.

Adding it all up

When you have completed filling in the planner, subtract your expenditure total from your income total. If you have spare money left over, that is your potential savings but if there is a shortfall - you're spending more than you earn. You will have to reassess your expenditure or look for ways to increase your income. Remember; do not regard your budget as set in concrete. Change it when your circumstances change, but never lose sight of your savings goal.

Budget Planner

	Weekly \$	Annual \$
Income	\$.....	\$.....
Basic expenses		
Rent	\$.....	\$.....
Electricity	\$.....	\$.....
Gas	\$.....	\$.....
Telephone	\$.....	\$.....
Food	\$.....	\$.....
• Groceries & meats		
• Fruit & vegetables		
• Bread/milk		
• Lunches		
Transport	\$.....	\$.....
Educational	\$.....	\$.....
• Stationery, textbooks		
• Photocopying/printing		
• Children's College expenses		

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Health & Medical	\$.....	\$.....
• Health insurance		
• Consultations, medications		
• Dental/optical		
Subtotal	\$.....	\$.....
Lifestyle Expenses		
Clothing	\$.....	\$.....
Footwear/appearance	\$.....	\$.....
Cigarettes	\$.....	\$.....
Entertainment (clubs)	\$.....	\$.....
Movies	\$.....	\$.....
CD/mags/books	\$.....	\$.....
Hobbies/sport	\$.....	\$.....
Holidays/sightseeing	\$.....	\$.....
Gifts	\$.....	\$.....
Subtotal	\$.....	\$.....
Savings		
General savings	\$.....	\$.....
Emergency savings	\$.....	\$.....
Special savings	\$.....	\$.....
Subtotal	\$.....	\$.....
Payments		
Loan to a friend	\$.....	\$.....
Phone payments	\$.....	\$.....
Furniture rental	\$.....	\$.....
Credit card	\$.....	\$.....
Subtotal	\$.....	\$.....
TOTAL	\$.....	\$.....

Employment

Finding part-time employment in a different country is a daunting experience. But with a little research and patience you may be able to find a part-time job to suit you.

The job must not interfere with your study as study is your number one priority. *It's not designed to subsidise your course or living costs.* Under Student Visa regulations international students are allowed to work up to 40 hours per fortnight in part-time employment, except during semester breaks when there is no limit to the number of hours you can work.

If you need to know more about work visas, you should call the Department of Home Affairs (DHA) on 13 1881 or visit the website address of DHA is www.immi.gov.au.

Looking for work

Newspapers - The main Canberra daily newspaper is the AGE and it has a special supplement every Wednesday and Saturday that focuses on employment.

Professional organisations - as a student you can become an associate member of the relevant professional body in your field. Job opportunities are often listed in their publications, as are the latest developments. Attending functions organised by the association will prove an invaluable source for networking.

Community - noticeboards in local shopping centre or public meeting places such as community centre and clubs.

Networking - this is one of the main ways that students get jobs. Talk to your friends, class colleagues, graduating students who may be leaving their casual jobs, friends' families, local shopkeepers, etc.... anyone & everyone is a potential lead to a job.

Volunteering - consider volunteering your services as it will help you develop valuable work skills, improve your communication skills, make new friends and contacts and most importantly expand your network. You can explore new career options and add another dimension to your resume. Volunteering Queensland support and consultation for non-profit organisations and is a good place to start. www.careerone.com.au

Door knocking or "cold canvassing" – contact employers you would like to work for. Approach staff in shops, restaurants or offices and ask to speak to the manager. Send a letter expressing interest in working at a particular place or make a phone call. Most of the fast-food outlets hire staff this way. Have a letter or short resume to leave with the manager. Make sure that you choose a quiet time to approach prospective employers.

Have you thought of?

Hospitality, cleaning, newspaper or leaflet delivery, pizza delivery, factory or seasonal work, tutoring, farm work

Do You Have?

Driver's licence Work visa Your own car Resume Time (to look for a job) First aid certificate
Computing skillsput these in your resume.

Essentials

Make sure that you have permission to work from DHA. Apply for a tax file number (TFN) from the ATO (Australian Taxation Office). Without a TFN your income will be taxed at the maximum tax rate (45%). - see TFN

Set aside some regular time each week for job hunting: checking newspapers & on-line site; following up on leads and contacts; attending workshops and expanding your network.

Keep a record of your job search activities and contacts. If your contact details change (e.g. new mobile number) make sure that you update your records with agencies and on any databases. It is a good reason to give your contacts a call.

Your employment rights

Most employees' rights are set out in awards. These awards specify minimum conditions that apply. Wage rates: employers covered by an award must pay award wages for that industry (see <https://www.fairwork.gov.au/>)

Liability for damages, if you accidentally cause property damage while working, your employer must pay the cost - not you. However, if the damage is deliberate, responsibility for the cost rests on you.

Starting work

When you start work for a new employer (payer) you will be required to complete a Tax File Number Declaration form. The payer will send the form to the ATO (Australian Taxation Office). The information on this form is used by the payer to determine the amount of tax deducted from your pay. Most employers (payers) now use electronic pay systems and you will need to provide them with your banking details - name & address of the bank, BSB number (a 6 digit code) and your account number.

Income Tax and International Students

You will need to understand some basic taxation requirements to assist you during your stay in Australia. Generally, taxation laws will affect you when:

- You open a bank account, or
- You commence employment.

These situations will require you to obtain a tax file number (TFN) from the Australian Taxation Office (ATO). A TFN is used by the ATO to ensure correct identification of the people it interacts with. This is usually when individuals lodge their income tax returns.

Residency

Your status as a resident will determine the amount of tax that is withheld as you earn or receive income, for example, from employment or bank interest. As a general rule, an overseas student who comes to Australia to pursue a course of study which is longer than 6 months will be treated as a resident of Australia for taxation purposes. If you are in any doubt about your residency status, you should contact the ATO for clarification. If your course of study is less than 6 months, you are generally not considered a resident for taxation purposes, and may not be eligible for a tax file number.

When opening a bank account, you should supply your overseas address to the bank and the bank will automatically deduct 10% tax from any interest earned from your investments.

Please note that residency for taxation purposes may be different from residency for DHA purposes.

Tax file numbers (TFN's)

You must complete an application to enable the ATO to allocate a TFN to you. You will need to supply information relating to your name, current address, date of birth, and date of arrival in Australia.

International students who have obtained work rights on their visa should apply for their TFN on-line. Go to www.ato.gov.au/individuals for more information. For international students the ATO requires proof of enrolment, such as a student card or a confirmation of enrolment issued by the university. In addition, international students are required to provide their current overseas passport (with current entry permit). TFN forms must be submitted to the Australia Taxation Office.

Your TFN will be mailed to your postal address within 28 days of receipt of your application. If you are a resident i.e. studying for more than 6 months, the residential address on your application should be an Australian address. If you are a non-resident i.e. studying for less than 6 months, the residential address on your application should be an overseas address. Once you receive a TFN, it is yours for life. This is the case even if you change jobs, marry, move interstate, or even leave Australia and return at a later date. You give this same TFN to your bank and employer.

Taxation

Australia uses the Pay-as-you-go (PAYG) system of tax. This means your employer deducts tax from your wages as you earn (see below for exceptions). It is not a final assessment of your tax liability but estimation, so that you will not have a large tax bill at the end of the financial year. The financial year is from July 1- June 30 eg. 1 July 2018- June 30 2019.

How is tax calculated?

You have to pay tax on the taxable income earned in one financial year. Taxable income is the total gross income minus allowable deductions (i.e. deductions are expenses you incurred to earn that income). Tax is calculated by applying the tax rates (refer to tax rate table) to taxable income. Any rebates or tax offsets are deducted from this amount, giving you the total tax you have to pay. If you have paid more than this amount you lodge a Tax Return to claim this money back from ATO. If you have not paid enough tax you will have a tax debt.

Income Tax Return

At the end of the financial year, your employer will provide you with a Payment Summaries, previously called Group Certificate. This provides information on your total income and the amount which you have been taxed while working for that particular employer. These Payment Summaries must be attached to your tax return and lodged at your nearest Taxation Office.

If you are required to lodge an income tax return, the following information may assist you: You need to lodge a tax return if tax has been withheld from your earnings as an employee, or from interest credited by a bank, credit union or building society. An assessment will be issued to you advising of any extra tax you have to pay on your income, or alternatively, making a refund of any excess tax you may have paid.

More information on how to lodge a tax return can be obtained from a "Tax Pack" which you can get from any Australian Taxation Office or news agencies. International students are not entitled to Medicare and can seek an

exemption to the Medicare Levy in their income tax return. To claim an exemption you need to supply a copy of your Medicare Levy Exemption Certificate which is obtained by applying to Australia Taxation Office using the appropriate form. More details are www.ato.gov.au

Superannuation

Superannuation is a way of saving for retirement. Australia law requires employers to make contributions for you into a superannuation fund. If you are between the ages of 18 to 70 and paid \$450 or more in a calendar month your employer generally should be making superannuation guarantee contributions for you to a complying fund. This applies for full-time, part-time and casual employees. If you are paid under an award it may state that your employer must contribute even if you earn less than \$450 a month. Most Australian must wait until they are at least 55 or 60 years of age before they are allowed access to the money paid by employers. Changes to Australian Law now allow international students to access their superannuation funds after they have **permanently departed** Australia, and their visa has expired or been cancelled. The system also allows for temporary residents to start their application the day they arrive in Australia, and add the details of their superannuation funds as they move from job to job.

For more information, go to the ATO website and look for - [Departing Australia Superannuation Payments \(DASP\)](#).

There are many issues to consider when deciding whether to bring your family to Canberra or not.

Issues to consider

Financial

Most students find that living with their family in Canberra can be very expensive. Expect to use your savings unless you are fortunate enough to have your employer still paying your salary throughout your studies. Expenses to consider include: airfares, College fees (see schooling), child care fee, higher rent, educational cost (i.e. lunches, books, excursions, and uniforms), transport, medical insurance, clothing and other necessities.

FAMILY Support

If you are an undergraduate student, your spouse (husband/wife) is only allowed to work a maximum of 20 hours per week. You and your spouse must apply for work rights after the commencement of your course. Spouses of Post Graduate students (student visa 574) are permitted to work full-time, after the commencement of your course, and only 20 hours beforehand. For spouses of AusAID scholars, please contact DHA. Currently there is relatively high unemployment in Australia, and unskilled jobs can be hard to find. It would be unrealistic to expect your spouse to earn enough money to cover the living expenses of your family.

Social

Your spouse and children will have to adjust to life in Australia, just like you did. There may be difficult times in the first few months as they adjust to different roles. For example if your spouse is leaving a job to come to be with you, he/she will need to be mentally prepared for the temporary loss of their job and their new role of caring for the children. Without the usual support from relatives and friends, family members may feel very isolated and lonely, more so if they are not confident with their English. Children may also find it hard adjusting to a new College and making new friends. While studying full-time you may not always be able to help or spend time with them. Some couples encounter problems in their relationship because of the new stresses placed on them. In some cases these stresses may seem overwhelming and lead to conflicts. If you feel situations at home are beyond your control, it is important to find help immediately.

It is an offence under Australian law for a spouse to abuse (physically and emotionally) their family. There are strict penalties associated with this.

Parenting styles in Australia may be very different from the accepted way in your country. Children of a young age cannot be left at home without adult supervision. (See Child Care) The government can step in if children are found to be unattended or in need of care and protection.

Bringing your family to Australia

While we encourage all students to come alone at first, we understand that this may not always be possible. Past students have told us that having their family here was very comforting, but they also said they had to prepare themselves for this in many ways. During the few months waiting time, you can settle into your course of study, find suitable accommodation, and secure places for your children in Child Care or Schools.

AusAID students will not receive any family allowance if accompanied by their family (unless you are an APS AusAID student.)

Family entry

Applications for family entry to Australia can be made under two categories:

1. Visitors visa

A visitor's visa is appropriate for family members who wish to stay for 6 months or less. Applications for visitors' visa are made directly to the Australian High Commission/ Embassy in your country. Requirements vary depending on the country but generally you will be required to show:

- bank statements with enough funds to support your family's visit while in Australia.

- proposed itinerary or return airfare tickets.

Family members who enter Australia on a visitor's visa:

- are NOT covered by Overseas Students Health Cover.
- are NOT entitled to attend government schools.
- are NOT allowed to work.
- usually CANNOT change to a dependent visa (see below) after they have arrived in Australia.

2. Dependent visas

Please refer to immigration at <https://www.homeaffairs.gov.au/>

Schooling

All children of College age from 5.5 years -17 years old are required to attend school. You can choose between public schools (State Schools), which are funded by the ACT Government, or private schools which are generally more expensive. All classes in State Schools are co-educational in sexes with most private schools being single sexed. Some schools provide strong support to children from a non-English speaking background.

School fees will vary depending on the school and grade of your child.

Enrolling your children

Once you have selected a school go to, you should find out the detailed information on fees and other costs. You will provide the Education and Training Directorate ACT with evidence of your enrolment at the centre, details of your children and, the College you wish to enrol them in.

Pay the Overseas Students Health Cover (OSHC) at the family rate to your health care provider, if you have not done so already. If attending a public College submit a cheque with payment notification to Education and Training Directorate ACT for a minimum of one semester College fees per child.

They will then issue you, with a COE for your children. Send the COE to your family overseas who can then obtain a visa from the Australian High Commission/ Embassy.

Child Care

When you and your spouse are unable to personally look after your children you may have to use a Childcare centre. Childcare centre has qualified child care workers who can care for young babies up to children 5 years old. Australian law requires that children under the age of 12 must be fully supervised at all times. It is against the law to leave young children home alone. Childcare centre operates between 7am - 6pm. All centres are registered with the government to ensure a minimum standard of care is maintained. Some childcare centre requires you to provide milk, fruit, and other snacks for your children. Another alternative is

Family Day Care, which is a home, based child care where your children are cared for in private homes by people who have been registered and approved by Family Day Care. There is a limitation to the number of children one carer can look after in their home. Care is provided for children up to 12 years of age. While these carers may not have the full facilities of a centre (e.g. playground, educational books, etc.) they offer flexible hours and can give more individualized attention. They may also be in your local neighbourhood. Short-term care may also be arranged depending on family circumstances.

Out of College Care is for children of College age, most schools provide a Before Hours Scgool Care (BSHC), 7-9am, and Out of School Hours Care or After School Hours care (ASHC) programs, 3-6pm. Childcare and Out of College Hours Care are all run on a fee-paying basis. Childcare fees depend on the type of care (regular or casual) and the hours attended. While costs vary between centres, the average cost for a full day at Childcare is approximately \$45. BSHC cost approximately \$3.00 per morning and ASHC \$8.00 per afternoon. There are normally long waiting lists for vacancies at most childcare centres. Most full-fee paying international students are expected to meet full child care fees for their children. Students sponsored or subsidised by the Australian Government may be eligible for child care fee relief.

Child care access Hotline: 1800 670 305

For up to date information on:

- Child Care services in your area
- the type of care available
- Government help with the cost of child care The process of applying can be complicated.

Religious Organisations

While living away from family and friends students often gain support and comfort through their religion. For some, finding spiritual guidance may be a simple matter of locating where and when gatherings and services are held. Others may experience personal difficulties before reacquainting themselves with their faith. In ACT there are formal and informal religious organisations which cater for international students. A few are easily located in the community. During your time in Australia, however, you could be befriended by members of a different religious faith. You need to give careful thought to the long term consequences of getting too involved in another religion. Some of these groups may require a financial contribution or a dedication that could disrupt your studies.

In the Community

A comprehensive list of religious services and places of worship can be found online/ Yellow Pages, under the heading "Churches, Mosques & Temples" or in the White Pages.

Legal Issues

The information presented here serves only as an introduction to students who may be unfamiliar with the law.

If you have a legal problem, seek help early!

Many people suffer unnecessarily because they believe seeking legal advice will be expensive. Legal advice and assistance can be obtained for free or at a reduced cost. If in doubt, speak to an adviser about your situation to determine whether professional assistance is needed.

What is the legal age in Australia?

- A person 17 years or over is considered an adult under Criminal Law
- A person 18 years and over is considered an adult under General Law. 18 is the legal age in Australia where you can lawfully access nightclubs, casinos and other licensed venues. Underage drinking, illegal use of drugs and other criminal offences are unlawful and will be punishable according to the law.

Your rights

A person is not required to go to a police station to answer questions unless they have been arrested. Police have the right to question any person, but the person being questioned is not obliged to answer except:

- to provide their name and address
- to produce a driver's licence for traffic offences or accidents
- to identify a driver who was driving at the time an offence was committed unless that answer will incriminate the person answering
- to provide information to a customs officer about the import and export of narcotics
- to provide date and place of birth where the police are investigating a drug matter and they are a suspect, or have been detained for search. If a person is arrested and does not give their name or address, this may result in a refusal of bail by the police. A person under investigation or questioning for an offence has the right to remain silent unless required to answer under any Act. Before a police officer starts to question a person in custody for an indictable offence, the officer must inform the person of the right to communicate with a friend, relative or lawyer. inadequate knowledge of the English language or a physical disability. There is a right to an accused person in custody to have the interview electronically recorded.

Discrimination

It is unlawful to act in any such way that excludes or restricts on the basis of race, colour, descent or national or ethnic origin. It is also unlawful to discriminate on the basis of sex, marital status, pregnancy or potential pregnancy in everyday life such as education, accommodation and employment. The centre is committed to providing a freedom from all forms of discrimination in education and employment. Claims for discrimination must be made within 12 months of the incident of discrimination. The process of resolving discrimination matters emphasises conciliation. However, if the matter is still not resolved, it can proceed to a formal hearing.

Locations of Human Rights and Equal Opportunity Commission (Federal)

Complaints Info line: 1300 656 419

Domestic Violence

Domestic Violence is the abuse of a person by a family member. Where the relationship between the persons involved is that of a spouse, de facto partner or they are both the parents of the same child, a Domestic Violence Protection Order may be available. This order is commonly made for 2 years and can restrict contact with the parties involved. Essentially, there are 7 types of abuse that can occur:

- Verbal abuse (eg, put downs, comments about incompetence)
- Financial abuse (eg, refusal to give money for basic necessities)
- Social abuse (eg, denying the right to earn money, prevention of socialising with other family members and friends)
- Sexual abuse (eg, forced sexual intercourse or sexual behaviour not wanted by the other person)
- Physical abuse (eg, punching, pushing, kicking, slapping, pulling hair)
- Psychological abuse (e.g., destroying their self confidence, enforcing a feeling of insanity or uselessness in another person)
- Damage to property (eg, punching a hole in the wall, damaging the car) When safe emergency accommodation is needed for a woman and, where applicable, her children, contact: Women's Domestic Violence Connect Phone - 1800 811 811 Women's Legal Service Free call 1800 677 278

Tenancy Law

What is a Tenancy?

A "tenancy" usually exists where a person (the tenant) pays money to another (the Landlord) for the right to occupy the landlord's premises for some definite period of time (a term). This right to occupy the premises is more than just a contract; it is a right to the land. The Residential Tenancies Act 1994 defines the rights and responsibilities of tenants, their lessors and agents in a wide variety of situations. Many issues and disputes that may arise relate to these rights and responsibilities set out in the Act. Under the tenancy agreement, tenants are required to occupy the premises quietly and not create excessive noise. If the tenant is at least 14 days in overdue rent payments, the Commission can give 14 days' notice to quit and a warrant can be issued to possess the land if the tenant is still on the premises. If the landlord, without having ended the tenancy, enters and tries to evict either peacefully or forcibly, she or he may be liable to a criminal prosecution as well as civil proceedings. Make sure you have all dealings with the landlord or agent in writing. Always keep your rent receipts as proof of payment.

Alcohol & drug use

Illegal drugs, classified as narcotics, include such drugs as heroin, cocaine, angel dust, cannabis, hashish, amphetamines (speed, uppers) and tranquillisers. The Drugs Misuse Act sets out that it is illegal to possess, supply, traffic in or cultivate the illegal drugs stated above plus others. Under the Customs Act, there are four principal offences that are related to illegal drugs:

- possession of narcotics on board a ship or aircraft
- importing or exporting or attempts to import or export
- possession or attempted possession of illegally imported drugs; and
- possession or attempted possession of drugs suspected of having been illegally imported

Police have the power to:

- search without a warrant if there is reasonable belief that there are drugs present
- search a person (by an officer of the same sex) without a warrant if there is reasonable belief that there are drugs present
- use tracking devices if they reasonably suspect that a vehicle contains drugs

A police officer that reasonably suspects that a drug offence has been committed may require a person to supply his/her name and address and date and place of birth. If convicted of supplying dangerous drugs, the maximum penalty is 25 years imprisonment if it is supplied by an adult (a person 17 years or over in criminal law) to:

- a minor (a person less than 18 years in general law)
- a person with an intellectual disability
- someone within an educational institution or jail; or
- a person who does not know he or she is being supplied with a dangerous drug

Motor Vehicles

It is an offence to drive a motor vehicle on a road while unlicensed, or to allow another person known to be unlicensed to drive a motor vehicle on a road. The drivers involved in an accident are legally obliged to stop immediately and help anyone who may be injured. Drivers are also required to give their name and address, the name and address of the car's owner (if different from their own) and the registration number of the car to any person injured, or to the owner of any property damaged or to any police officer present. If anyone is killed or injured in a motor vehicle accident, or if property damage worth more than \$2,500 has occurred, drivers must give full details of the accident to any police officer at the scene. If there are no police officers present, drivers must report the accident to the nearest police station as soon as possible, unless personal injuries prevent them from doing so. The accident should be reported to an insurer as soon as possible. Failure to do so may result in an attempt by the insurance company to deny compensation under the policy.

A person who drives a motor vehicle on a road or elsewhere without due care or consideration for others is committing an offence under the Traffic Act and can be fined up to \$2,400 or 6 months imprisonment. This includes such things as crossing a double line, failure to signal an intention to turn etc. Dangerous driving is a criminal offence and punishment can include a fine and/or imprisonment. This includes speeding and disobeying traffic rules and regulations.

Drinking and drugs

It is illegal to drive a motor vehicle under the influence of drinks or drugs, either illegal or lawfully prescribed by a doctor. It is an offence to drive a motor vehicle with a blood alcohol level of 50mg of alcohol per 100ml of blood or higher (.05) if the driver is under 25 years of age and does not hold a full driver's licence; any blood alcohol level is illegal. A police officer investigating any traffic offence or accident is empowered to require:

- A person to produce their drivers licence. This can be either on the spot or within 48 hours at a specified police station.
- Every person to supply names and addresses of people directly or indirectly involved in an accident. You do not need to supply information regarding the accident if that information may incriminate you.

DHA

The Department of Home Affairs (DHA) administers the laws related to immigration and visas. Student visas are a temporary visa and are available to people who intend to enter Australia temporarily for full-time study. A student visa is granted if the applicant:

- accepts a full-time course of study registered by the Australian Government
- has adequate means of support; and
- arranges health insurance International students who possess student visas are not automatically granted permission to work in Australia. Students can only apply for a visa with work rights after they arrive in Australia and have begun his or her course of study. Students are limited to 40 hours work per fortnight while studying full-time, but may work full-time during the holidays. If you require any assistance with migration matters you should visit the DHA website at <https://www.homeaffairs.gov.au/> or telephone them on 131 881 (there may be extensive waiting times on these telephone calls). The frequently asked questions section is useful for providing some answers to common issues. A registered migration agent can provide you with information or advice concerning DHA matters. You can find a registered migration agent by searching the Register of Agents in the Migration Agents Registration Authority (MARA) website - <https://www.mara.gov.au/> or by calling their national number at +61-2-9299 5446 during the working hours. If in doubt, speak to an ISS adviser about your situation to determine whether professional assistance is needed. Dept of DHA & Border Protection (DHA) <https://www.homeaffairs.gov.au/> Tel: 13 18 81 Refugee and DHA Legal Services Solicitors available Mon to Wed & Fri nights 6pm Drop-in Service

Student visa

A student visa allows you to enter and remain in Australia as a temporary resident for a specified period of time. *International students are ONLY considered residents for taxation purposes.*

All student visas are multiple entry visas for the duration of your course. Australian DHA laws are very strict and students who do not comply with the visa conditions may, in certain circumstances, have their visas cancelled. The penalties for non-compliance of a Student Visa condition can be severe and may include exclusion from Australia for 3 years.

Applying for a new Student Visa

You will need to apply for a new student visa:

- if your current student visa is expiring AND you need to stay longer to complete your course
- if you have completed a qualification and have been accepted into a new course (except under a package offer)
- if you change from one university (or educational provider) to another The likelihood and requirements to apply for a student visa onshore (i.e. in Australia) will depend on which country of nationality you are from and which educational sector you are applying for eg. ELICOS, TAFE, University.

A complete list of visa subclasses and assessment levels and forms can also be found at <https://www.homeaffairs.gov.au/>.

There are facilities to apply for a visa online, please check the latest information by going to <https://www.homeaffairs.gov.au/>.

Factors & Requirements

Provide Confirmation of Enrolment (COE) for a full-time course of study registered by the Australian Government for overseas students:

- Offer letter from the College
- have evidence of having obtained Overseas Student Health Cover - OSHC
- capacity to cover cost of airfares, tuition fee, and living expenses for the period of your course
- be a genuine student intending to undertake studies, abide by visa conditions and depart on completion of authorised stay

- capacity to support any family members including arrangements for the education of any College-aged dependent
- have sufficient English language comprehension for the course they will undertake
- meet Australian health and public interest requirements.
- Pay Application fee

On-line visa applications

You can apply on-line for:

- A further Student Visa and/or
- Student visa with permission to work.

To apply on-line you must be 18 years of age, hold a valid visa, and be enrolled in a course. You will also need a credit card for payment of the visa. Visit DHA's website (<https://www.homeaffairs.gov.au/>) to apply online. Choose the type of visa wanted, read the General Information pages, agree to the Terms and Conditions, and fill in the application screens.

After lodging your application a Transaction Reference Number (TRN) is assigned to you as your receipt no. You MUST print this. You MUST go to the Next screen & print the document checklist specific to your education sector and assessment level. DHA will contact you by email or phone within 3 working days to advise you of the next step. Most students will have an appointment made for an interview and will be advised to bring all documents to the interview. You will be assessed at interview and, where possible, a decision will be made. If necessary an automatic Bridging Visa will be granted. If you are applying for permission to work, you will be provided electronically with a declaration, for the college to complete, certifying that you have commenced your studies. If you cannot make an eVisa application; or if an error message occurs, you should contact DHA to make an appointment for an interview. Phone 131 881

Visitor's visa

If you want to stop studying but still remain in Australia you may be able to transfer to a visitor visa. Similarly if you would like to stay in Australia to attend the graduation ceremony a visitor visa is your only option. Also, you have to be cautious to change to a visitor's visa if you intend to apply for PR afterwards, as there may be restrictions attached to a visitor's visa. Students from some countries may NOT be able to change from a visitor visa back to a student visa AND still remain on-shore i.e. in Australia. You will NOT be permitted to stay longer if you have

Migration help

If you require any assistance with migration matters speak to a migration adviser about your situation to determine whether professional assistance is needed. Also visit the DHA website at <https://www.homeaffairs.gov.au/> or telephone them on 131 881 (there may be extensive waiting times on these telephone calls). The frequently asked questions section on the DHA website is useful for providing some answers to common issues. A registered migration agent can provide you with information or advice concerning DHA matters. You can find a registered migration agent by searching the Register of Agents on the Migration Agents Registration Authority (MARA) website <https://www.mara.gov.au/>

Department of Home Affairs (DHA)

Tel - 131 881

Networking

An important issue for both international students and resident Australian students is getting better acquainted with each other. There are positive outcomes for both parties. International Students can get to know Australian culture better. Often the best way to increase proficiency in a language is to immerse oneself in it. In addition it is a very enriching experience to share one's culture and learn about other cultures. Through this, you can expand your knowledge and gain a greater understanding and empathy - important skills for just about anything in life. Expanding one's friendship circle has numerous benefits for Australian and international students, with the opportunity to help each other out with study as well as socialise when you need to take a well-deserved break. Socialising with local students may also allow you to discover parts of Canberra previously unknown to you. However, given these advantages, meeting and getting to know new people can also be quite daunting and it is not always easy to do. This fact sheet is aimed to give you some starting points for doing just that. There are numerous

avenues for meeting and socialising. Especially in the community, it is likely that you'll meet other people of all ages, including non-student and this could certainly provide a different perspective of life in Australia.

Volunteering

Volunteering can be an ideal way to develop personal and work skills and enhance your CV. There is a wide range of areas in which you can gain work experience: entertainment, welfare, clerical/administrative, manual, marketing, retail, hospitality and special functions.

TAFE (Technical and Further Education) Adult Community Education Courses

These short courses range from 1 day to up to 16 weeks in duration. There is a diverse range of courses to choose from including arts and crafts, outdoors, computing, photography and dancing. There are a number of TAFE Schools across Canberra where most courses are conducted. Often the emphasis is on learning or developing skills rather than passing examinations. It could be an enjoyable break. Here you're likely to meet people from a range of backgrounds and of many different ages.

Yellow Pages

This can be a starting point for getting out and about in Canberra hopefully you can find something of interest to you. Look under "Clubs".

Local Community Groups

Different community groups and networks within your local area, for a comprehensive list of organisations in Canberra search the ACT Multicultural Centre Office.

Returning Home

Remember back to when you were preparing to leave home and come to Canberra for the first time? Returning home is just as significant and you need to ensure that you are well prepared.

As your time at the college comes to an end, you will probably be looking forward to seeing friends, family and familiar faces. It is very common to go through a period of adjustment upon your return home, which is sometimes referred to as “re-entry shock” or “reverse culture shock.” This may be the case whether you return home for a brief visit, for a few months or to move home permanently. For some people, readjusting to the home culture can be even more challenging than the initial adjustment to the host culture. Fortunately, you can take steps to ensure a smooth transition. Studies have shown that preparation can help to reduce the disorientation, and also helps people to settle back into home more easily. Although many people go through periods of feeling unsettled after returning home, re-adjustment does occur naturally. Most people look back with pleasure on the experience and skills they acquired while abroad. We are confident that by reading the following information re-entry transition will be a positive experience for you.

The following are some possible situations that may add to your stress in re-adjusting when you return home:

- changes in life-styles and daily routines
- family and/or community pressures to conform
- changes from an emphasis on individualism in Australian society to a more family/group- attitude
- adjustment to having friends and family close by
- social alienation due to long stay abroad
- unfamiliarity with forms of communication or styles of expressions that have become current during your absence
- verbal and non-verbal modes and mannerisms adopted in Australia may be misinterpreted by others
- challenges of re-interpreting and adapting your skills to the local situations
- lack of facilities or resources for research
- wrong expectations on the part of colleagues
- difficulties with finding suitable employment in one's chosen field
- no opportunity to communicate what was learned overseas resistance to change by one's co-workers, especially those in authority

How can I prepare?

Here are some suggestions that other students have found useful:

- It will be helpful to give yourself time to think about what you are feeling, and how your view of your familiar home and culture have changed and why. Allow time for you and your family to settle back into the rhythm.
- Try to remember to respond slowly when you first return to your home and work. Do not try to change the way they do things because you see a ‘different’ way. Different does not always mean better. Show people that you appreciate the way things are done locally, and as opportunities arise, integrate your new knowledge with the ways things are done traditionally.
- Reserve judgement. Give yourself time to process what you learned, and think through the wider impact of introducing new ways of doing things. What works in one situation, may not work in another. Pick ideas which will work well for you, and discard those which will not. Try new things but not immediately!
- Try to be sensitive to other people's feelings. Are they really not interested in your experiences, or are they envious of the opportunities you have had.
- Try not to idealise Australia, or criticise your own country...and vice-versa. Attempt to remain objective. Be careful about how you phrase your comments and criticism about your country.
- You may be used to Australians being free and quick to criticise. Do not forget that it may not be acceptable to do the same at home.
- Be flexible, keep your sense of humour and try not to do too much too quickly.

Checklist of things to do

There may seem to be a million tasks to complete before you can get on the plane for your return trip home! This list may help you to organise your time, and remind you of some jobs which you may not have considered. You may like to add other items to the list,

1. BOOK RETURN FLIGHT HOME

Take into consideration the date of your last exam, progressive release of semester results (third week after exam period, when your visa expires).

2. NOTIFY YOUR FAMILY OF YOUR ARRIVAL DATE

Don't surprise them- they may need time to prepare for your return home too!

3. ORGANISE YOUR POSSESSIONS

Identify what you want to bring home and what you can sell (advertise with Student Guild, Trading Post, among friends, second hand shops etc).

4. CHOOSE THE WAY TO BRING HOME LUGGAGE

If you have excess baggage organise freight overseas

5. FILE OUTSTANDING MEDICAL INSURANCE CLAIMS

6. LODGE A TAX RETURN

If you have been working part-time, bring the following documents to the Australian Taxation

- your return airline ticket
- your passport
- The group certificate from your employer (if you cannot get a group certificate, request a letter from your employer stating the number of hours you worked, the gross amount paid to you and the amount of tax deducted). When completing the tax pack at the taxation office mark it 'Final Return'. You must include your forwarding address (in your home country) so that the tax refund cheque will be sent directly to you. Students who have been working and are leaving Australia permanently can now apply to access their superannuation payments. Complete a "Request for departing Australia superannuation payment (DASP) - Temporary Resident" form which you can download from the ATO website.

7. CLEAR DEBTS

For example library penalties, student loans, tuition fees, so that your certificate and transcript can be released.

8. ASK TRAINERS AND EMPLOYERS FOR REFERENCES

Start to collect personal and work references for your resume. Information about organisations you have worked for either paid or unpaid will also be useful.

9. APPLY FOR MEMBERSHIP TO PROFESSIONAL BODIES

Find out about requirements and application procedures for joining associations and bodies relevant to your Profession. Ask them to send the information to your address overseas.

10. GIVE NOTICE TO LANDLORD

Inform the landlord/agent of the date you wish to terminate your lease through a Notice of Intention to leave available from the Residential Tenancies Authority (RTA) or the Post Office. (Give at least 14 days notice). Check the expiry date in your lease. You may be able to negotiate to stay until your departure date. Should you find it necessary to move out of your accommodation before the lease expires, negotiate with the landlord to avoid any penalties.

Organise temporary accommodation if you have to move out before you depart.

11. ARRANGE A TIME FOR INSPECTION

Find a time to inspect the property with your landlord/agent. Use your copy of the Entry Condition Report. Make sure you give yourself time to clean and ensure that the current state of the property matches the condition report. It is best to have an inspection one or two days before the tenancy expires. Then fill out an Exit Condition Report **Form 14A** with your landlord/agent.

12. BRING A COPY OF APPLICATION FOR REFUND OF RENTAL BOND

If you and your landlord/agent agree on the amount of bond to be refunded fill in Form 4 available from the RTA or a Post Office with a fax. They will give you the bond as a cheque or deposit it in your bank account. You will need identification. If you and your landlord/agent do not agree on the amount of bond, lodge Form 4 without your landlord/agent's signature. RTA will give the landlord/agent 14 days to respond. If you do have any disputes you can contact ISS to assist you.

You lodge this form after you move out so make sure that you give the RTA your new address if there is a dispute. If you signed the lease as in a share house/flat and not everyone is leaving the house, you will need to fill in a Change of Shared Bond Agreement **form 6** from the RTA.

13. DISCONNECTION AND REFUND OF BONDS FOR ELECTRICITY/ GAS/ TELEPHONE

The final bill is usually deducted from the bond for all services. Do not wait for the bill to come in the mail.

- Energex Phone 131253 www.energex.com.au
- Origin Energy Phone 132414 /132462 www.originenergy.com.au
- Telstra Phone 132200 www.telstra.com
- Optus Phone 133345 www.optus.com.au
- Others

Set the date for disconnection of all services. Ensure that you inform all of the services that you will be going overseas. If you are in a shared tenancy, make sure that you remove your name from all accounts with these services otherwise you are still liable.

14. CLOSE ALL BANK ACCOUNTS

Make sure you do this after you receive any outstanding payments.

15. OTHER

Australia Post - You can redirect your mail for a small fee to someone in Australia only. Apply at a Post Office and take ID with you.

Academic Transcript - You need to complete an RR Form 'Request for Academic Records' and pay \$10 to the cashier in the Student Centre. Allow 10 working days for it to be completed, but records can be posted overseas.

POLICIES

POLICY ABOUT ENTRY REQUIREMENTS FOR REGISTERED COURSES

Canberra Business and Technology College will recruit students in an ethical and responsible manner and provide information that enables students to make informed decisions about studying with Canberra Business and Technology College in Australia. Canberra Business and Technology College will ensure students' qualifications, experience and English Language proficiency are appropriate for the course for which enrolment is sought.

Potential and enrolled students are informed accurately of the entry requirements for courses via the Student Handbook and course outlines published and will be available on Canberra Business and Technology College website. The student handbook and course outlines are available to international students prior to enrolment and will include the following information:

1. the requirements for an overseas student's acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required, and course credit if applicable
2. the CRICOS course code, course content, modes of study for the course including compulsory online and/or work-based training, placements, other community-based learning and collaborative research training arrangements, and assessment methods
3. course duration and holiday breaks
4. the course qualification, award or other outcomes
5. campus locations and facilities, equipment and learning resources available to students
6. the details of any arrangements with another provider, person or business who will provide the course or part of the course
7. indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, and the registered provider's cancellation and refund policies
8. the grounds on which the overseas student's enrolment may be deferred, suspended or cancelled
9. the ESOS framework, including official Australian Government material or links to this material online
10. the policy and process the registered provider has in place for approving the accommodation, support and general welfare arrangements for younger overseas students (in accordance with Standard 5)- At this stage CBTC does not accept students under 18 years of age,
11. accommodation options and indicative costs of living in Australia.
12. Relevant information on living in Australia, including:
 - Indicative costs of living
 - Accommodation options and
 - Where relevant, schooling obligations and options for College-aged dependents of intending students, including that College fees may be incurred.
13. Selection, enrolment and induction/orientation procedures;
14. Provision for language, literacy and numeracy assistance;
15. Client support, including any external support;
16. Flexible learning and assessment procedures;
17. Welfare and guidance services;
18. Disciplinary procedures; and
19. Staff responsibilities for access and equity

Potential students are informed of all the above in the following ways:

- Letter/email communication with the Administration Manager/Academic Manager or their proxy
- In the student handbook
- In the course outlines published on the website
- Policies published on the website

All information is made available to potential students before the student accepts the offer of place.

VISAS AND GOVERNMENT REGULATIONS

Canberra Business and Technology College is not responsible for any matters relating to student visa applications. This will be the responsibility of the candidates and enquiries should be directed only to the Department of Home Affairs. Canberra Business and Technology College is responsible for ensuring that overseas students abide by the regulations concerning the terms of their visas and has a responsibility for reporting breaches of those regulations. Enrolment period for overseas students will be subject to government imposed restrictions and the terms of their visas.

ENGLISH LANGUAGE PROFICIENCY

Except in the case of those who have a tertiary qualification taught in English, or if students have completed prior study in Australia, international candidates whose first language is not English will be required to sit an IELTS test. Canberra Business and Technology College may also require a test of other individual candidates. Students may be tested for LLN, if other English test results are not available.

The entry requirements for specific courses are as follows:

English and Academic Requirements

Students must meet minimum academic and appropriate English proficiency level requirements to be accepted into Canberra Business and Technology College courses. The academic requirements vary according to country and course level chosen.

Entry requirements are assessed by Canberra Business and Technology College during the application process. Please refer to Table 1.1 for English requirements and Table 1.2 for Academic requirements.

Note: The Australian Government requires international students to meet

Minimum academic standards before they can obtain a student visa. In addition, international students must be enrolled in full time study to satisfy visa requirements.

Table 1 – English Language Entry Requirements

English Level	Certificate II/III & IV	Diploma
IELTS	Certificate II/III – 4.5 Certificate IV – 5.0	5.5
TOEFL (paper)	500	525
TOEFL (computer)	175	195
TOEIC	600	700
Cambridge	FAce “C”	FCE “C”
O-Levels English	D7	C6
A-Levels English	D8	D7
HKCEE Syllabus	D	C
HKALE	D	D
SPM	D7	C6

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Table 2 – Academic Entry Requirements

Country	Certificate II/III & IV	Diploma
Australia	Successful completion of, Year 10 for Certificate II/III Year 12 for Certificate IV	Completion of Year 12
Argentina	Bachillerato	Completion of Year 12
Bangladesh	Senior College Certificate with average 50%	Completion of Higher Secondary College with average 55%
Bahrain	Secondary College Leaving Certificate	Secondary College Leaving Certificate and Certificate IV
Brazil	Equivalent of Australian Year 11	Equivalent of Australian Year 12
Brunei	Completion of GCE 'O' Level	Completion of GCE 'A' Level
Canada	Successful completion of Year 11	Completion of Year 12
Chile	Bachillerato	Completion of Year 12
China	Year 12 pass grades	Year 12 very good grades
Colombia	Bachillerato	Completion of Year 12
Czech Republic	Completion of Year 11 High College	High College Leaving Certificate (Maturita)
Fiji	Form 6	Completion of Year 12
Hong Kong	HKCEE pass grades in 4 academic subjects	HKALE with passes in 2 academic subjects
India	Completion of Higher Secondary College Std XII	Completion of Higher Secondary College Std XII Good grades
Indonesia	Completion of SMU II	Completion of SMU III
Iran	High College Diploma	High College Diploma and Certificate IV or Pre-University Certificate
Japan	Year 12 Kotogakko pass or Year 11 superior grades	Year 12 Kotogakko very good grades
Kenya, Tanzania	Secondary Education pass grades in 8 major subjects or GCE 'O' level exam pass grades in 4 major subjects	Secondary Education good grades in 8 major subjects or GCE 'A' level exam pass grades in 2 major subjects
Korea	Year 12 Kodung Hakkyo pass/Year 11 very good grades	Year 12 Kodung Hakkyo very good grades
Kuwait	General Secondary College Certificate	General College Certificate and Certificate IV
Lebanon	Baccalaureate General	Baccalaureate Certificate and Certificate IV

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Macau	Successful completion of Form 5 or Senior 2	Successful completion of Senior Middle 3
Malaysia	SPM pass grades in 5 major subjects/MICSS UEC pass	STPM pass grades in 2 major subjects, or MICSS UEC good grades in 4 major subjects or SACE, or OSSD (OAC subjects)
New Zealand	Successful completion of Year 11	Completion of Year 12
Norway	Year 11 good grades	Upper Secondary Leaving Certificate pass grades
Oman	Secondary College Leaving Certificate	Secondary College Leaving Certificate and Certificate IV
Poland	Successful completion of Year 11 High College	Successful completion of High College Leaving Certificate (Matura)
Russia	Successful completion of Certificate of Secondary Education (Attestat)	Successful completion of Certificate of Secondary Education (Attestat)
Saudi Arabia	General Secondary Education Certificate	General Secondary Education Certificate and Certificate IV
Singapore	GCE 'O' level pass grades in 4 academic subjects	GCE 'A' level pass grades in 2 academic subjects
Sweden	Successful completion of Leaving Certificate from compulsory education (Slutbetyg från Grundskola)	Successful completion of Upper Secondary College Leaving Certificate
Switzerland	Successful completion of Year 11 or equivalent	Successful completion of Federal Maturity Certificate or equivalent
Taiwan	Successful completion of Senior Year 2	Successful completion of Senior Year 3
Thailand	Year 12 Matayom 6 pass, or Year 11 superior grades	Year 12 Matayom 6 good grades
Turkey	Successful completion of Lise Diploma, Year 11 or equivalent	Successful completion of a course equivalent to international Baccalaureate or first year University in Turkey
United Arab Emirates	General Secondary College Certificate	General Secondary College Certificate and Certificate IV
Vietnam	Successful completion of Year 11	Successful completion of Diploma of General Education (Bang Tu Tai)

NOTE

- 1) All qualifications are listed and students with other qualifications should send their details to Canberra Business and Technology College Admissions Centre for assessment.
- 2) If a student intends to subsequently apply to university for further studies, Australian universities expect applicants to have completed senior secondary education (or equivalent). Such students should also consider their selection of study carefully, as academic pathways to university often require studies with similar area.

*Subject to Department of Home Affairs' visa requirements.

Fees & Charges-

Please refer to the College's website for more details

Refund Policy

Fees

All fees must be paid prior to the commencement of the course or as per the agreed payment plan accepted in writing by the student. All ongoing fees must be paid as invoiced for the course. All fees are payable in Australian dollars.

No monies can be collected by any education agents on behalf of Canberra Business and Technology College.

Students will not be permitted to commence or continue their course until all outstanding fees have been paid. Canberra Business and Technology College (CBTC) reserve the right to cancel a Student's enrolment for non-payment of fees, where fees are overdue by more than 14 days. Any cancellation of enrolment due to non-payment of fees will be reported to the Department of Home Affairs as prescribed under Section 19 of the *Education Services for Overseas Students Act 2000 (ESOS Act)*.

Personal insurance and students' living expenses are not included in the fees quoted and are the responsibility of the student.

CBTC reserves the right to change its fees at any time, subject to the relevant authority's approval.

Refunds

1. The request for refund to be made using the **"Refund Application Form No 35"**, which can be obtained from the **Administration Manager**.
2. If a visa application is rejected for a student applying for enrolment from **offshore**, then paid tuition and material fees will be refunded in full provided that the rejection is certified and supporting evidence is provided to Canberra Business and Technology College (CBTC). Only the application fee is non-refundable, the accommodation booking fee and airport pick-up fee will be refunded. Refund will be processed within 14 days from the date the Refund Application is received.
3. If a visa application is rejected for a student applying for enrolment from **onshore**, after the date of the course commencement as indicated on the eCoE, then paid tuition and material fees for any unused portion of the course, will be refunded provided the rejection is certified and supporting evidence is provided to CBTC. The application fee is non-refundable. The accommodation booking fee and airport pick-up fee will not be refunded. The refund will be processed within 14 days from the date the Refund Application is received.
4. If a visa application is rejected for a student applying for enrolment from **onshore**, before the date of the course commencement as indicated on the eCoE, then paid tuition and material fees will be refunded in full provided that the rejection is certified and supporting evidence is provided to CBTC. Application fee is non-refundable and the accommodation booking fee and airport pick-up fee will not be refunded. Refund will be processed within 14 days from the date the Refund Application is received.
5. If a student withdraws from a course 28 days or more before the course start date 80% of the paid tuition and material fee will be refunded within 4 weeks from the date the Refund Application is received.
6. If a student withdraws from a course in less than 28 days before the course start date 50% of the paid tuition and material fee will be refunded within 4 weeks from the date the Refund Application is received.
7. If a student withdraws from a course after the course start date indicated on the eCoE, student will not be entitled to any refund of tuition fee but unused portion of the material fee will be refunded.
8. No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party.

9. Canberra Business and Technology defaults:

- Canberra Business and Technology College defaults if the course they offer does not start at its registered campus on the agreed starting day.
- Canberra Business and Technology College defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- a. In the unlikely event that CBTC is unable to deliver the course in full, the student will be offered a refund of all the course money they have paid to date. The refund will be paid to the student within 10 working days from the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by CBTC at no extra cost to the student. The student has the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If they choose placement in another course, CBTC will ask them to sign a document to indicate that they accept the placement.

If CBTC is unable to provide a refund or place the student in an alternative course the Australian Government's Tuition Protection Service (TPS) will assist them with their placement in an alternative course or manage any applicable refunds.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
 - receive a refund of their unspent tuition fees
- b. CBTC reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, if necessary. In such circumstances, if a student is unable to enroll in a similar course at CBTC, all fees will be refunded.

In all the above circumstances, the fees will be refunded in full within 14 days after the default day.

10. Bank charges are deducted for refunds made by bank draft or electronic transfer.
11. Canberra Business and Technology College dispute resolution processes do not circumscribe the student's right to pursue other legal avenues.
12. This agreement does not remove the right of either party to take further action under the relevant laws for unpaid and overdue fees.
13. The refund policy is subject to review periodically. Please check the refund policy in your Letter of Offer before accepting an offer.

Applying for a refund

All applications for refunds must be made in writing by completing "**Refund Application Form No 35**" (available from the Administration Manager) and submitted to the Administration Manager.

Payment of Refund:

All refunds for which a student is eligible will be forwarded to the bank account nominated by the student, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution, as authorised by the student or his/her legal guardian (if under 18). CBTC will provide the student with a statement detailing the calculation of the refund.

Approvals: All refunds must be approved by the Principal Executive Officer (PEO). Exemptions to any of the above mentioned cases may only occur where the student has extenuating or compassionate grounds as determined by the PEO.

Appeals: Students should refer to CBTC's 'Complaints and Appeals Policy' if they wish to appeal the decision related to their refunds.

Non-payment of fees and debt collection for all students

Students are required to pay all their course fees as they become due (as per the conditions outlined in the enrolment documentation). Delay in payments incurs a late fee fine. Ongoing delays in payment of College fees may result in cancellation of enrolment.

The College reserves the right to utilise the services of a debt-collection agency for the collection of overdue fees, in circumstances where the College's internal processes to collect the fees have not been successful. In such circumstances, costs for full debt collection/ recovery, including costs such as demand letters, skip/trace, solicitor's involvement etc. will be added to the amount outstanding and the student will be liable for the costs.

NOTE: *"This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the right of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies".*

TAKING ACCOUNT OF INDIVIDUAL NEEDS

We have equitable learning and assessment strategies to take account of individual needs of the diverse range of individuals relevant to the assessment by developing responsive course design that meets student needs by:

- Reviewing the job functions of the student when applying the unit in a preferred job setting.
- Reviewing the career aspirations of the student.
- Reviewing the critical components of the job and how they relate to the job.
- Analysing literacy and numeracy levels and needs.
- Analysing the “special needs” of the student.
- Ensuring that there are no physical or communication barriers, timetabling or location difficulties, or barriers in assessment types or procedures.

Students are engaged in their learning when the College:

- (a) Provides a positive learning environment with engaging, challenging and responsive learning experiences for all students;
- (b) Identifies the individual needs of students and develop strategies to ensure that these can be met;
- (c) Provides critically reflective trainers/assessors who:
 - (i) Evaluate unit requirements, including unit content, materials, classroom practices, assessment tasks and student learning outcomes, to ensure that there are no barriers to students' participation and success.
 - (ii) Monitors students' progress to ensure that they are not failing.
- (d) Creates flexible, supportive learning environments that help in delivering learning needs by:
 - (i) Ensuring that students with disabilities or difficulties with learning can participate, contribute and succeed in their chosen area of study;
 - (ii) Treating information provided by students about their disabilities or difficulties with learning with respect and confidentiality;

The level of English is assessed prior to the departure from the home country and a copy of the English assessment sent in with the student application.

Where the assessment does not correlate with the recorded English level of the student, or where the student appears to have language difficulties then we may refer the student for reassessment to an appropriate English testing medium.

Where the reassessment indicates that there is a need for additional training in English, then the student shall be referred to an appropriate provider of English for remedial English classes or additional support will be offered at the College. This shall be provided without cost to the student.

If necessary, the duration of the student visa may be extended to allow the student to ensure the vocational skills are achieved within a reasonable timeframe.

Recognition of Prior Learning and Credit Transfer Policy

Canberra Business and Technology College (CBTC) has a policy of appropriately recognising students past learning, completion of Australian Qualification Framework qualifications issued by another RTO through credit transfer and through Recognition of Prior Learning for other experiences.

Purpose

The purpose of this procedure is to ensure all students are offered and where evidenced granted credit transfer and recognition of prior learning prior to enrolment.

Scope

This procedure applies to any staff involved in the processing of marketing, taking student enrolments, responding to student inquiries, administrators of the Credit Transfer and Recognition of Prior Learning (RPL) process and Trainers/Assessors.

Credit Transfer

All Australian Qualification Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations will be fully recognised by CBTC unless prevented by licensing or regulatory requirements.

Credit Transfer Procedure

1. The CEO is to ensure that student information and relevant marketing material contains advice that CBTC will recognise AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations.
2. The CEO is to ensure that the Staff Handbook includes appropriate references to credit transfer and reinforces this policy during Staff orientation/induction sessions.
3. Participants are required to complete a Release of Information Form, which will allow CBTC to verify the Qualifications and/or Statement of Attainment with the issuing RTO.
4. The CEO is to verify the AQF Qualifications and/or Statement of Attainment presented for recognition by contacting the issuing Registered Training Organisation.
5. Participants seeking credit transfer for Qualifications or Statements of Attainment awarded by another Recognised Training Organisation must present the original documents for sighting and a certified copy of original documents. Copies of the Qualification or Statements of Attainment which have been verified with the issuing RTO are to be kept on the individual Participant's file.
6. Verified AQF Qualifications and Statements of Attainment are to be fully recognised and appropriately recorded on the students' file.
7. AQF Qualifications and Statements of Attainment unable to be verified will not be recognised and the student will be asked to provide further verifiable evidence if possible.
8. Non-verified claims for Credit Transfer are to be recorded on the individual student's file, together with details of any requests for further information and/or counseling undertaken.
9. The RTO will not provide Credit Transfer for a fully qualification issued by another RTO.

Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

1. All students are to be made aware of the CBTC policy on RPL prior to enrolment
2. RPL is available for limited courses only for international students
3. During orientation all students are to be advised of the procedures for applying for RPL

4. Applications for RPL are to be made on the appropriate form and submitted to the Assessor together with all relevant supporting information for assessment.
5. The CEO will review each application and a decision will be made as to whether RPL can be granted.
6. If such a decision cannot be made then the applicant may be required to provide more information, e.g. more details, verification of experience, etc.
7. The applicant may be invited to attend an interview with an RPL Assessor and/or industry expert and may be accompanied by his/her employer or support person.
8. An initial assessment and/or a request for further information will be made within fourteen (14) working days of the receipt of the application.
9. An applicant may appeal against a decision in accordance with the Complaints and Appeals policy.

Administration of credit transfer and Recognition of Prior Learning resulting in shorter course duration

Applications for Credit Transfer or RPL should be submitted either before a student enrolls at or by the end of the first term of study.

These applications will only be accepted if:

- The student is enrolled in an approved course of CBTC; and
- The appropriate fee has been paid; and
- The application is made in the first term of study at CBTC

If CBTC grants the student course credit which leads to a shortening of the student's course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If the course credit is granted after the student visa is granted, the change of course duration will be reported to DHA via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

If the College grants RPL or course credit to a student, CBTC will give a written record of the decision to the overseas student to accept and retain the written record of acceptance for two years after the overseas student ceases to be an accepted student.

Visa Implications for International Students

Students are advised that the grant of RPL/Credit Transfer may result in a shortening of their enrolment duration and may impact on their student visa.

For international students studying in Australia, when the granting of RPL/ course credit leads to a shortening of the student's course, the College will:

- in cases where RPL/ course credit is granted before the student visa grant, indicate the actual net course duration (as reduced by RPL/ course credit) in the confirmation of enrolment issued for that student for that course, or
- in cases where RPL/ course credit is granted after the student visa grant, report the change of course duration via PRISMS under section 19 of the ESOS Act. In these circumstances, a new confirmation of enrolment will be issued.

Deferment, Suspension and Cancellation Policy

Introduction

To *defer* or *suspend enrolment* means to *temporarily put studies on hold* (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment.

A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension or cancellation of a student's enrolment due to misbehaviour of the student.

Key requirements for all sectors

- Providers must have documented procedures for assessing, approving and recording a deferment, suspension or cancellation of study. (This relates to [Standard 2.1.8.](#), which requires that students must be informed prior to enrolment of the grounds on which their enrolment may be deferred, suspended or cancelled.)
- Providers must inform the student that deferment, suspension or cancellation of enrolment may affect his or her student visa.
- Should a provider initiate the suspension or cancellation of a student's enrolment, it must notify the student of its intention and allow the student 20 working days to access the provider's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the student apply.
- If the student appeals the decision to defer, suspend or cancel his or her studies, the provider must not notify the Department of Education of a change to the enrolment status until the internal complaints and appeals process is completed.
- Providers inform the Department of Education, via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.
- This standard allows providers to grant deferral of commencement of studies or suspension of studies for students who request such a change to their enrolment status *on the grounds of compassionate or compelling circumstances*.
- The standard also allows providers to temporarily suspend the enrolment of students *due to misbehaviour of the students*. Misbehaviour of students can also be grounds for cancellation of studies as long as the student was informed of this prior to enrolment. (See [Standard 2.1.8](#))

Legislation

- *Education Services for Overseas Student Act 2000*
 - *Section 19*
- *National Code 2018*
 - *Standard 9*

Deferment, suspension and cancellation policy

Deferring or temporarily suspending your enrolment

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- Serious illness
- Serious illness or death of a family member necessitating a return to the student's home country
- Serious injury
- Major upheaval in home country requiring student to return home
- Natural disaster
- Unavailability of courses
- Visa delay

Students must submit the prescribed CBTC form to Administration requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate).

CBTC will assess the application and make a decision within seven business days. Suspension of studies is allowed for a maximum period of 8 weeks. If an international student's application for deferral or suspension is approved, CBTC will notify the Department of Home Affairs (DHA) through the Department of Education's (DoE) reporting system PRISMS.

Deferral prior to commencement

Students may request a deferral prior to course commencement. Student must complete 'Application to Defer Start Date Form' and submit it to the Administration officer.

When the deferral is processed and approved the student will receive a revised eCOE.

Cancelling your enrolment

Students wishing to cancel their enrolment must complete a 'Withdrawal Form' or 'Transfer of Provider Form' with all supporting documentation attached. The student will receive notification in writing of the result of the request. If the student has not completed the first six months of their principal course they must provide a letter of offer from an alternative provider therefore complying with the conditions of Standard 7 of the National Code. See policy on Transfer between Providers.

Suspension or cancellation of enrolment by CBTC

CBTC has the right to cancel or suspend a student's enrolment in the following circumstances:

- If a student submits fraudulent documents to gain admission to CBTC
- If a student does not maintain satisfactory course progress in accordance with the Course Progress Policy for international students
- If a student does not maintain satisfactory attendance in accordance with the Attendance Policy for international students
- If a student does not pay the required tuition or non-tuition fees as per the Written Agreement
- If the student behaves in a way which could potentially bring the College into disrepute
- If a student behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- If the student has received two formal warnings from the College for disobeying College rules. A formal warning will be issued if a student:
 - i) Disobeys any College rules as set out in the Student Handbook
 - ii) Knowingly engages in material plagiarism, cheating or academic misconduct
 - iii) Does not abide by the email and Internet rules as stipulated by the College
 - iv) Engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
 - v) Misuses or willfully damages Homestay or College facilities, equipment or property.

PLEASE NOTE: Deferring, suspending or cancelling your enrolment may affect your student visa. You must seek advice from the Department of Home Affairs on the potential impact on your visa.

Students are required to pay all fees due during their temporary suspension or deferral period, as per the payment plan outlined in the Letter of Confirmation of their enrolment.

Appeals

1. CBTC will notify the student in writing of its intention to cancel or suspend their enrolment, including the reasons for the cancellation or suspension.
2. Students have the right to appeal any decision to cancel or suspend their enrolment. This appeal must be made in writing to the CEO of the College within 20 working days from the date of the intention to cancel or suspend notice. Students should refer to the College's complaints and appeals procedures, if they wish to lodge an appeal.
3. *If the student accesses the CBTC internal complaints and appeals process, the suspension and cancellation of the student's enrolment cannot take effect until the internal process is completed, unless the student's wellbeing or the wellbeing of others is likely to be at risk.*

4. Upon completion of any appeals process (where relevant) or upon the expiry of the 20 day appeal period (in the event the student does not appeal), if an international student's enrolment is suspended or cancelled, CBTC will notify the Department of Home Affairs (DHA) through PRISMS, the Department of Education's reporting system.

IMPORTANT

Timeframe for reporting changes in enrolment via PRISMS: As required under Section 19 of the ESOS Act, CBTC must notify DHA through PRISMS within 14 days from the date of deferment, suspension or cancellation.

Record Keeping

All records related to deferment, suspension and cancellation, including records of decisions must be retained for a period of two years after a student ceases to be an accepted student at CBTC.

TRANSFER BETWEEN REGISTERED PROVIDERS POLICY

Introduction

CRICOS providers are restricted from enrolling transferring students prior to the student completing six months of his or her principal course of study, except in certain circumstances. Providers, from whom a student is seeking to transfer, are responsible for assessing the student's request for transfer within the restricted period. It is expected that the student's request will be granted where the transfer will not be to the detriment of the student.

After the first six months of the principal course no restrictions apply.

Key requirements for all sectors

- Registered providers must not enroll a transferring student before the student has completed six months of the student's principal course of study except for the circumstances outlined in Standard 7 of the National Code.
- The restriction applies to any prerequisite courses in a package of courses, as well as the first six months of the principal course.
- When a student wants to transfer before completing six months of his or her principal course, the provider must assess the student's request against its documented transfer policy and procedures.
- Requests can be refused, but the reasons must be consistent with the intent of the standard, the provider's documented transfer policy and given to the student in writing.
- If a provider refuses to release a student or the provider does not respond during the timeframe set out in the policy, the student can appeal through the provider's complaints and appeal process.
- The new provider must have issued a valid enrolment offer for a student's request for a letter of release to be considered.
- A provider must not charge the student for the release.
- Under-18 students must have written confirmation from their legal guardian or parent to transfer. If the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's accommodation, support and general welfare arrangements as per [Standard 5](#). The letter of offer must note this responsibility.
- Providers must keep records of requests for release and the process used to make a decision in relation to the request.
- A provider must not enrol a transferring student before the student has completed six months of his or her principal course unless the following exceptions in Standard 7.1 are satisfied.
 - the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
 - the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
 - the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
 - any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.
- Students can apply to transfer before they have completed six months of their principal course.
- The provider must have documented policies and procedures for assessing applications for transfer.
- Providers must accept responsibility for assessing applications to transfer.
- If a student's request for release is refused, the student must be informed in writing of the reasons for the refusal and his or her right to appeal the decision

Legislation

- National Code 2018
 - Standard 7

Transfer Policy

Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study.

Transferring to CBTC from another provider

CBTC will not knowingly enroll a student wishing to transfer from another registered provider's course prior to the student completing six months of his or her principal course of study except where:

- the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered
- the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider
- the releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS
- any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.

Transferring from CBTC to another provider

Students can apply for release to enable them to transfer to another education provider.

- Applications for transfer from a student must:
 - Be in writing on the prescribed CBTC's 'Transfer of Provider Form';
 - Relate to and provide details about the student's individual circumstances;
 - Provide details as to the reasons why the application should be approved.
- In order to apply for a release, students must provide a valid enrolment offer from the receiving provider.

Students under 18 years of age MUST also have;

- Written evidence that the student's parent(s)/legal guardian supports the transfer
- Written confirmation that the new provider will accept responsibility for approving the student's accommodation, support, and general welfare arrangements where the student is not living with a parent(s)/legal guardian or a suitable nominated relative
- Evidence that the student is always in DHA approved welfare and accommodation arrangements
- All applications for transfer will be considered within 10 working days and the applicant notified of the decision. This period may be extended if the applicant fails to provide all relevant information/documentation, however in such instances CBTC will advise the student of the additional information/documentation required to make the decision.
- Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs office as soon as possible to discuss any implications.

Contact details are:

Tel: 131 881

E: studentvisa@immi.gov.au

Release will be considered on the following grounds:

A release will be granted when CBTC is satisfied that:

- A course is academically unsuitable for the student; or
- The course the student wishes to transfer to better meets the long term goals of the student, whether these relate to future work, education etc; or

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- The student has not been able to achieve satisfactory course progress even after participating actively in the CBTC academic intervention policy; or
- Compassionate or compelling reasons for the transfer exist; or
- CBTC fails to deliver the course outlined in the written agreement; or
- There is evidence that the student's reasonable expectations about their current course are not being met; or
- The student can provide evidence that he/she was misled by CBTC or its appointed representative regarding the course or CBTC; or
- An internal or external appeal results in a decision or recommendation to release the student.

If the application is successful CBTC will:

- Process the release of the student via PRISMS at no cost to the student
- advise the student to contact the Department of Immigration to seek advice on whether a new student visa is required
- update PRISMS to indicate that the release has been granted against the relevant COE

Release not granted

A release will be refused if a student is unable to provide satisfactory evidence that his/her course does not meet the long-term goals of the student or it is academically unsuitable, or that the student cannot demonstrate compassionate or compelling circumstances for the transfer exit.

Specifically, a release request will not be granted if:

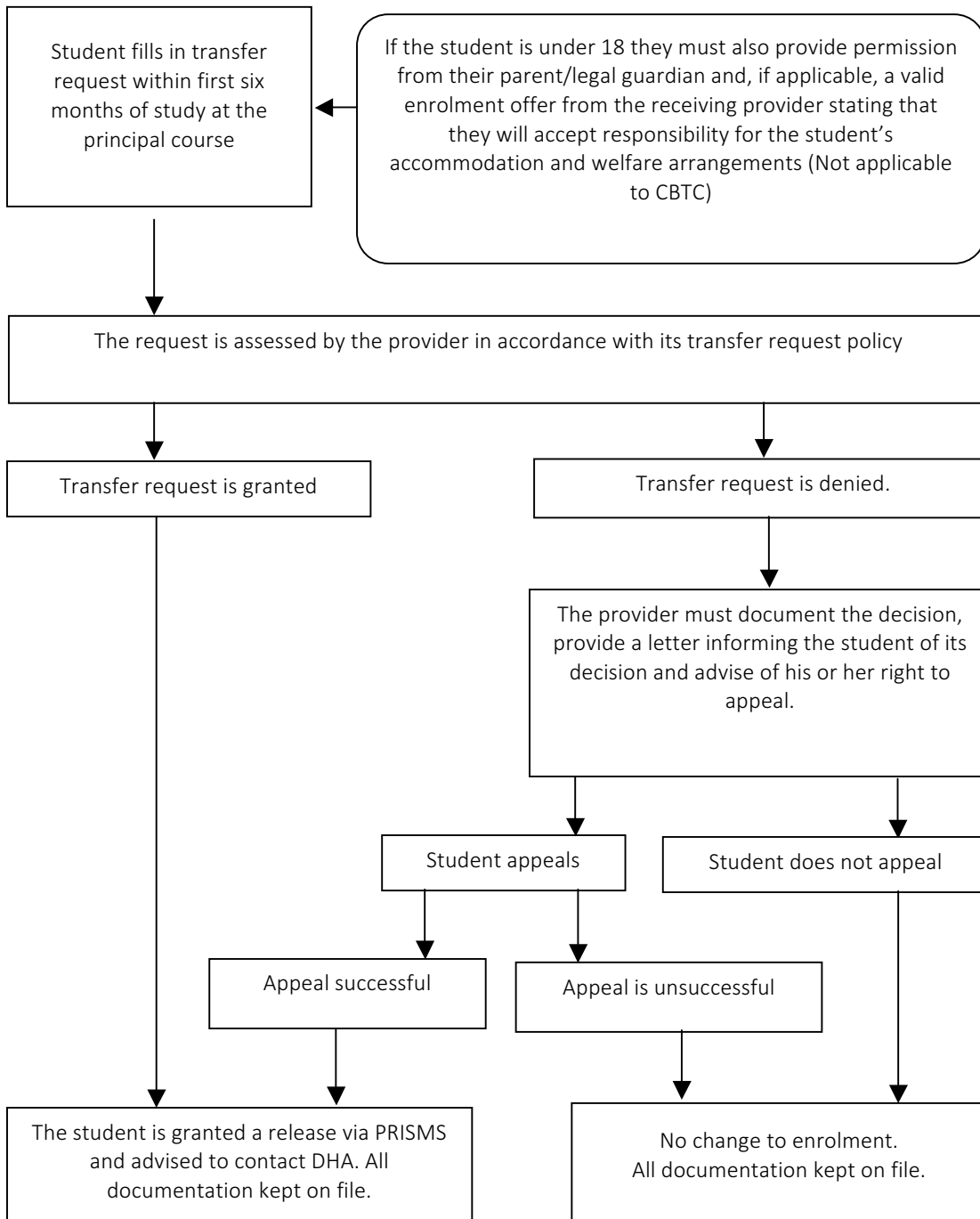
- CBTC forms the view that the student is trying to avoid being reported to the Department of Home Affairs (DHA) for failure to meet the provider's attendance or academic progress requirements (in cases where the student has not fully engaged with the academic intervention opportunities provided by CBTC);
- The transfer may jeopardise the student's progressions through a package of courses; or
- The intended course will not provide adequate preparation for further study, nor be recognised by higher education or VET providers as meeting their entry requirements and the transfer would be detrimental to the student's future study plans.
- CBTC fees for the course that the student is currently enrolled in have not been paid in full. This includes any balance instalment payments applicable to the course. (Students are advised to read the CBTC Refund Policy prior to seeking a release, as any pre-paid fees for future courses within a packaged program will not be refunded after the student has commenced their study at CBTC)

Students whose request for transfer has been refused will be informed in writing of:

- The outcome and the reasons for the decision and the factors taken into consideration given the student's individual circumstances.
- Their right to appeal the decision within 20 working days in accordance with CBTC complaints and appeals policy.

Administrative Actions

- CBTC must not finalise the student's refusal status in PRISMS until:
 - The appeal finds in favour of CBTC; or
 - The student has chosen not to access the complaints and appeals process within 20 working days; or
 - The student withdraws from the process.
- All relevant documents related to the release will be retained in the student's file for a minimum period of two years from the date the student ceases to be an accepted student at CBTC.



COMPLETION WITHIN THE EXPECTED DURATION OF STUDY POLICY

Canberra Business and Technology College will monitor the enrolment load of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. Canberra Business and Technology College will only allow students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

Canberra Business and Technology College adheres to its policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, Canberra Business and Technology College will ensure that in each compulsory study period for a course, the student is studying at least one unit which is not by distance or online learning.

Canberra Business and Technology College will monitor student's progress closely using the Course Progress Policy and will take action where required to ensure that the student can complete a course within the expected duration as specified on the Coe. Please refer to the Course Progress Policy to identify how the student's loads will be monitored and what actions Canberra Business and Technology College will take to keep students on track.

Canberra Business and Technology College does not offer online or distance learning to its students.

Canberra Business and Technology College will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- a. compassionate or compelling circumstances (examples below), supported by demonstrable evidence
- b. Canberra Business and Technology College has, or is in the process of implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- c. an approved deferment or suspension of study has been granted according to the Deferment, suspension and cancellation policy.

Compassionate and compelling circumstances are generally beyond the control of the student and have an impact on the student's course progress or wellbeing. These could include but are not limited to:

- Serious illness or injury, where medical certificate states that the student was or will be unable to attend classes;
- Bereavement of close family members such as parents or grandparents (where possible death certificates should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- Traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports); or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

In addition to the above for the purpose of Standard 8.16 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, the following additional situations can also be considered "compelling" circumstances and could support the granting of an extension of the duration of a student's study:

- if the student has failed occasional units throughout the course, but had not done so poorly as to be picked up by the provider's intervention strategy for course progress (Canberra Business and Technology College will have to document the findings of the monitoring process and the decision to extend the student's duration of study in order to complete the course)

Where there is a variation in the student's enrolment load which may affect the student's expected duration of study, then Canberra Business and Technology College will record this variation and the reasons for it on the student file. Canberra Business and Technology College will then correctly report the student via PRISMS and/or

issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

Except in the circumstances noted above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

PROCESS FOR EXTENDING THE DURATION OF STUDY

IMPORTANT: Students are advised that if their course duration is extended, they MUST seek advice from the Department of Home Affairs regarding the potential impact on your visa, including the need to obtain a new visa.

To extend a student's enrolment, the student must apply for the extension in writing to **Chief Executive Officer** explaining the justification to their application. All records of the consideration and approval or rejection of the application to extend the visa are to be retained on the student file.

The **Chief Executive Officer** shall review the application along with trainers/assessors and other relevant members of staff and make an informed decision. Rejection of the application shall be discussed with the student and where appropriate, the student may appeal the decision as defined in our procedures.

The Student shall be advised of the outcome in writing.

Where a student's enrolment is extended, DHA will be notified via PRISMS of the extension.

Complaints and Appeals Policy

Introduction

Canberra Business and Technology College's (CBTC) Complaints and Appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.

CBTC supports the learner/candidate's right to lodge a complaint or appeal, and will not restrict that right in any way. CBTC will do everything possible to address any complaint or appeal in an unbiased, professional manner.

Purpose

The purpose of this policy and procedure is to ensure that complaints and appeals are resolved appropriately and as quickly as possible.

Scope

This policy and procedure applies to all staff of CBTC. Trainer/assessor staff and all staff working with international students in particular should have a clear understanding of this policy and procedure so that they can ensure students are aware of this process.

Principles

CBTC will ensure that:

- All students have access to the complaints policy and procedures and their rights as consumers
- CBTC will maintain the student's enrolment during the complaint process
- The complainant is provided with information about the complaints procedure
- CBTC will respond to any complaint or appeal the overseas student makes regarding his or her dealings with CBTC, its education agents or any related party that CBTC has an arrangement with to deliver the overseas student's course or related services
- All complaints are assessed in a professional, fair and transparent manner
- The complaint process is commenced within 10 working days from the date of complaint
- Due to confidentiality reasons, the number of people involved in the resolution process will be limited.
- Officials involved in any aspect of the process will maintain absolute confidentiality at all times
- The complaint resolution procedure promotes a conciliatory approach using mediation and open communication while acknowledging that in some instances this may be challenging.
- The rights of the complainant and respondent will be protected throughout the complaint resolution process.
- All parties have the right to representation during the complaint resolution process.
- Victimisation of complainants, respondents or anyone else involved in the complaint resolution process will not be tolerated.
- The complainant is provided with a written response including the outcome and reasons for the outcome within 20 calendar days.
- Complainants reserve the right to lodge a complaint with external agencies at any point during the complaint resolution process.
- Retain a written record of the complaint or appeal, including a statement of the outcome and reasons for the outcome for a period of five years after the student ceases to be an accepted student at CBTC.

Definitions

COMPLAINTS – Dissatisfaction with a service offered by CBTC

APPEAL – Dissatisfaction with a decision made by CBTC

Responsibilities

The PEO/RTO Manager is responsible for implementing and ensuring compliance with this policy

Types of complaints

The complaints may be about academic or non-academic matters including, but not limited to:

- Application procedures
- Marketing information
- Training delivery or content
- Trainers, Assessors/ Teachers or other staff

- Assessment methods or assessment content
- Student progress
- Issuing of Awards
- An agent recruiting students for CBTC
- A third party delivering services on CBTC's behalf
- A student or group of students of CBTC
- Discrimination
- Harassment, bullying or victimisation
- Breach of privacy
- Individual conflict arising from perceived inappropriate behaviours
- Fees or other financial matters
- Fines and payments

Complaints Procedure for all academic and non-academic matters

Internal complaints and appeals

The internal complaints and appeals processes are conciliatory and non-legal.

- 1) Complaints against other Students
 - a) Grievances brought by a Student against another student will be dealt with under the College's Behaviour Policy/Code of Conduct.
- 2) Informal Complaints/ Appeals Resolution
 - a) In the first instance, CBTC requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should continue to attend classes (if applicable) while the complaint is being processed
 - c) Students should contact their Trainer/ Teacher in the first instance to attempt mediation/informal resolution of the complaint.
 - d) If Students are not satisfied with the outcome, they should contact the Training Manager or RTO Manager who will attempt to resolve the matter.
 - e) If the complaint is about the Training Manager or RTO Manager, it can be directly brought to the PEO's attention.
 - f) If the matter cannot be resolved through the informal mediation process, the matter will be referred to the PEO in writing and CBTC's internal formal complaints and appeals handling procedure will be followed.
- 3) Formal Appeals/Complaints Handling Procedure
 - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
 - b) The Student must notify CBTC in writing of the nature and details of the complaint or appeal.
 - c) Written complaints or appeals are to be lodged with the PEO.
 - d) Where the internal complaints and appeals process is being accessed by an international Student because the student has received notice by CBTC that the College intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
 - e) Complaints and appeals processes are available to students at no cost.
 - f) Each complainant or appellant has the opportunity to present his/her case to the PEO.
 - g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings
 - h) The formal grievance process will commence within 10 working days of the lodgment of the complaint or appeal with the PEO.
 - i) CBTC undertakes to finalise all grievance procedures within 20 calendar days.
 - j) However, should detailed investigation be required, the process may take more than 20 days. The complainant or appellant will be notified of the expected duration of the investigation process should the process take 21-60 days.

- k) If more than 60 days are required, CBTC will advise the complainant in writing, the reasons for why more than 60 days are required. CBTC will regularly update the complainant or appellant of the progress of the matter.
- l) For the duration of the appeals process, the Student's enrolment and attendance must be maintained. If the Student chooses to access CBTC's complaints and appeals process, CBTC will maintain the Student's enrolment while the complaints and appeals process is ongoing
- m) Once the PEO has come to a decision regarding the complaint or appeal, the Student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained securely on the Student's file. A copy will also be retained securely in the internal 'Complaints and Appeals Register'.
 - i) If the grievance procedure finds in favour of the complainant, CBTC will immediately implement the decision and any corrective and preventative action required, and advise the Student of the outcome.
 - ii) If the overseas student is not successful in the CBTC' internal complaints handling and appeals process, CBTC will advise the overseas student within 10 working days of concluding the internal review of the overseas student's right to access an external complaints handling and appeals process at minimal or no cost.

4) External Appeals Processes

Overseas Students: If you wish to lodge an external appeal or complain about this decision, you can contact the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas Students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au or phone 1300 362 072 for more information.

You can complain to the Overseas Students Ombudsman if you believe your provider has not followed the rules correctly or treated you fairly.

The Ombudsman can consider complaints about:

1. refusing admission to a course
2. fees and refunds
3. course or provider transfers
4. course progress or attendance
5. cancellation of enrolment
6. accommodation or work arranged by your provider
7. Incorrect advice given by an education agent.

The Overseas Students Ombudsman can also investigate complaints about education agents who have an agreement with a provider to represent them in Australia or overseas. You can also complain if a provider has failed to take action or is taking too long to take some action, like not providing your results in the normal timeframe, or not providing services included in your written agreement with the provider.

If you are an overseas Student and you have a complaint about the quality of training and assessment being delivered by CBTC, you may be eligible to submit a complaint to ASQA.

You can also contact your local state & territory consumer protection agency (sometimes called 'consumer affairs' or 'fair trading') can provide you with information about your rights and options.

- 5) CBTC will identify the potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of recurrence, for continuous improvement purposes
- 6) Written records of all complaints and appeals and their outcomes will be maintained in the relevant person's file and a copy in the CBTC Complaints Register for a period of two years after the student ceases to be an accepted student at CBTC.

The Complaints Register is to be managed and maintained by the CEO. Complaints must be updated within the register as soon as is possible, no later than two (2) working days after the complaint is received. The outcome of the complaint must be recorded in the Complaint Register soon as possible, no later than two (2) working days after the outcome determined.

The Complaints Register is to be saved electronically in the RTOs management file in the “Complaints” in “Complaint and Appeals.”

A review of the complaint is to be undertaken and actions implemented to reduce the likelihood of the same complaint being reported in the future.

THE INDEPENDENT MEDIATOR HERE IS THE CONFLICT RESOLUTION SERVICE

The Conflict Resolution Service is currently partly funded by the ACT Government through the *Community Services Chief Executive Officer* and *Justice and Community Safety Chief Executive Officer* CRS offers free or low cost services for the Canberra region.

The Conflict Resolution Service is located on:

Level 2 & Level 3 Griffin Centre

20 Genge Street, Canberra City

Phone: 02 6190 7100

Website: <http://www.crs.org.au/>

Support Services Policy

Canberra Business and Technology College will support students to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of the course.

Canberra Business and Technology College will assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:

- a. student support services available to students in the transition to life and study in a new environment
- b. legal services
- c. emergency and health services
- d. facilities and resources
- e. complaints and appeals processes, and
- f. any student visa condition relating to course progress and/or attendance as appropriate.

Canberra Business and Technology College must provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.

Canberra Business and Technology College will provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services will be provided at no additional cost to the student. Canberra Business and Technology College may refer student to external support services, without any charge for the referral.

Canberra Business and Technology College has a documented critical incident policy together with procedures that covers the action to be taken in the event of a critical incident, required follow-up to the incident, and records of the incident and action taken.

Canberra Business and Technology College has a designated member of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of Canberra Business and Technology College's support services.

Canberra Business and Technology College has sufficient student support personnel to meet the needs of the students enrolled with Canberra Business and Technology College.

If required, Canberra Business and Technology College will refer students to appropriately qualified external professionals, such as psychologists, medical specialists etc. No additional fee will be charged for referring students to external support services.

Canberra Business and Technology College will ensure that its staff members who interact directly with students are aware of Canberra Business and Technology College's obligations under the ESOS framework and the potential implications for students arising from the exercise of these obligations through induction at appointment and through the staff handbook.

The Student Support Officer for Canberra Business and Technology College is charged with the responsibility for the care and maintenance of student welfare and the effective implementation of the RTO obligations under the ESOS framework and the potential obligations for students following the exercise of these obligations., provided in support of

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their domestic circumstances and student support, provided to help the student maintain course performance. These support services are provided without cost to the students.

NOTE: As Canberra Business and Technology College continues to expand, then there will be other Welfare Officers appointed such that Canberra Business and Technology College maintains a ratio of 1 Support Officer per 100 students.

The **Student Support Officer** has the authority and responsibility to make decisions regarding student welfare requirements in:

Absenteeism	Financial concerns	Shopping
Accommodation	Furniture	Student health
Assault	Harassment	Study difficulties
Bullying	Health	Telephones & communication
Attendance	Racism	Transport
Electricity	Relationships	Visa & DHA issues
Family matters	Sexual harassment	Water
legal assistance	Facilities and resources	Complaints and appeals
Course progress		

The Student Support Officer also has the authority to refer the student to any councillor or instructor regarding the following student support matters:

Assessment failures
English
Flexible delivery
Intellectual challenges
Learning difficulties
Performance and course progression
Reasonable adjustment
Study habits and problems
Transitioning

In each matter, the student shall be encouraged to meet with the Student Support Officer and to provide a written explanation of the nature of their problems. Canberra Business and Technology College, through the Administration Manager will be charged with providing a supportive, empathetic and proactive environment in which the student problems are identified by appropriate persons, equipped to work with the student to obtain a satisfactory outcome.

All such support services will be supplied without charge to the student, except that health services shall be provided at Medicare rebate rates.

All written welfare and support service requests, the process records/file notes and the outcomes will be retained on the student file.

Students can email the Student Support Services or visit them at Administration to raise issues or queries and all email or queries will be responded within 7 days.

Students can also speak with trainers/ assessors if they have assessment or training issues.

Please refer to the Register of Support Services to view the full range of services offered or for further information on enrolment please contact: Administration Manager/Student Support Officer

Course Progress and Attendance Policy

Introduction

International students on student visas are required to maintain satisfactory attendance and course progress at all times.

Canberra Business and Technology College (CBTC) monitors students' attendance and course progress on a regular basis in order to meet its legal obligations and ensure that students are given every opportunity to complete their course successfully.

Legislation

- *National Code 2018*
- *Standard 8*

Procedures

CBTC will have adequate procedures in place to:

- Ensure that the expected duration of the course specified in the students' 'Confirmation of Enrolment' (COE) does not exceed the CRICOS registered duration for the course.
- Ensure that information regarding the Attendance requirements and Course Progress Policy are provided to the student prior to enrolment. Students are also informed of the requirements at the Student Orientation program in the first week of their respective commencement.
- Monitor students' attendance and send reminders, offers of support and/or warnings to students whose attendance is deemed to be unsatisfactory to achieve satisfactory course progress. CBTC will review attendance records periodically to identify students at risk of not meeting their course progress requirements.
- Ensure that the student handbook clearly set out the expectation for students in terms of their attendance as follows:

Attendance, training and assessment and competency expectations

- CBTC is required to demonstrate to the Australian Skills Quality Authority (ASQA) that international students are participating in and attending scheduled classes. CBTC will maintain weekly attendance records for students.
- Students are required to maintain a full time study load of a minimum of 20 contact hours per week as a requirement of their student visa
- Students are required to attend a minimum of 20 scheduled contact hours per week.
- Students must participate in scheduled classes in accordance with the course timetable to make satisfactory course progress, and if they don't satisfactorily progress in their course, they will be in breach of a condition of their visa
- if students don't attend scheduled classes, CBTC may need to reassess their course duration and may shorten their course duration
- ASQA may, at any time, require CBTC to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa
- Department of Home Affairs may cancel student visas if students fail to maintain their enrolment.
- Monitor students' course progress and send reminders, offers of support and/or warnings to students whose course progress is deemed to be unsatisfactory; or where CBTC believes that the student is at risk of not meeting the course progress requirements. CBTC will formally monitor progress at the end of every 9-week study period. CBTC will make every attempt to assist the student in completing the course progress requirements within the expected course duration noted on their COE.

- If a student is unable to meet the course progress requirements due to compassionate or compelling circumstances or when implementing an intervention strategy, CBTC will discuss an extension of the eCOE with the student. If agreed, CBTC will extend the COE via PRISMS and keep a record of the decision in the Student File
- CBTC may allow students to undertake a maximum of 25% of the course via online study; however, the student may not enroll exclusively in online learning during any study period
- CBTC staff will follow the detailed policy outlined below

Course Progress Policy

1.0 Purpose and Scope

- 1.1 The purpose of this policy is to ensure that students' course progress is monitored and reviewed, and that CBTC takes intervention action when a student is at risk of not progressing satisfactorily or completing their course as per the requirements of National Code 2018 (Standard 8).
- 1.2 CBTC is implementing the **DEEWR-DIAC Course Progress Policy and Procedures** for CRICOS Providers of VET Courses for all its vocational courses.
- 1.3 This policy applies to all international students enrolled in any course offered to international students (all CRICOS registered courses).
- 1.4 CBTC will document and implement a detailed policy and process for monitoring the attendance of overseas students in the event that this requirement is set as a condition of CBTC's registration by the regulatory authority. In such an event, CBTC will comply with the requirements outlined in Standard 8.10, 8.11 and 8.12.

2.0 Responsibility

- 2.1 The CEO or delegate is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application.
- 2.3 The manager for each course is responsible for determining the training and assessment strategy for the course. The training and assessment strategy will specify how the course is divided into study periods and the workload for each study period.

3.0 Policy Statement

- 3.1 The attendance and progress of each student shall be monitored, assessed, and recorded.
- 3.2 Each student shall be assessed at the end point of each study period and their course progress shall be determined.
- 3.3 An intervention strategy will be implemented to assist students who are at risk of not making satisfactory course progress.
- 3.4 Where CBTC has assessed the student as not meeting satisfactory course progress, (after the intervention strategies have been exhausted) CBTC will inform the student in writing of its intention to report the student to DHA and that he or she is able to access the Complaints and Appeals process within 20 working days.
- 3.5 CBTC shall notify the Secretary through PRISMS within 14 days of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the CBTC's decision to report.
- 3.6 **Requirements for achieving satisfactory course progress-** A student will be deemed to have achieved satisfactory course progress if he/ she satisfactorily completes and achieves competency in 50% or more of the Units attempted in the study period.

Competency is determined by the Assessors based on the specific competency requirements related to each Unit.

Academic misconduct, such as plagiarism, is not acceptable and the student will be required to resubmit work, if relevant. Additional information on the expected 'Code of Conduct' is available in the 'Code of Conduct' and procedures to handle misconduct is included in the 'Complaints and Appeals Policy'.

3.7 Students at risk - are defined by CBTC as students who:

- have failed to achieve competency in 50% or more of units or prescribed assessments attempted in a study period
- have unsatisfactory performance in class and show very little learning progress
- have unsatisfactory attendance which is deemed to be insufficient to achieve satisfactory course progress by their instructor

4.0 Definitions

4.1 Study period

A study period for courses – 9 weeks (Each college term is 9-week duration).

4.2 Meeting course requirements – satisfactorily completing and achieving competency in more than 50% of units or prescribed assessments in a study period

4.3 Unsatisfactory course progress – failing to satisfactorily complete and achieve competency in 50% or more of units or prescribed assessments in 2 consecutive study periods

5.0 Method

CBTC will monitor and record students' attendance and course progress.

Note on Attendance

- CBTC is required to demonstrate to the Australian Skills Quality Authority (ASQA) that international students are participating in and attending scheduled classes. CBTC will maintain weekly attendance records for students.
- Students are required to maintain a full time study load of a minimum of 20 contact hours per week as a requirement of their student visa.
- Students are required to attend a minimum of 20 scheduled contact hours per week.
- Students must participate in scheduled classes in accordance with the course timetable to make satisfactory course progress, and if they don't satisfactorily progress in their course, they will be in breach of a condition of their visa.
- If students don't attend scheduled classes, CBTC may need to reassess their course duration and may shorten their course duration
- ASQA may, at any time, require CBTC to implement policies and procedures to monitor minimum attendance requirements and if students don't meet these requirements, they will be in breach of a condition of their visa
- Department of Home Affairs may cancel student visas if students fail to maintain their enrolment.

Process that will be followed at CBTC

- Attendance will be recorded for all timetabled classes.
- Students are expected to sign the Attendance Roll to record their attendance for the class.
- The Administration staff will monitor attendance regularly. Attendance will be formally monitored every 5 weeks. Students who are not attending classes regularly will be sent reminder emails.
- Absence for 2 consecutive weeks of classes will trigger warning letters.
- If a student is meeting course progress requirements, but not attending classes regularly, the Administration team will meet with the student to advise them that their enrolment duration may need to be reviewed and reduced.

Notes on Course Progress

5.1 A failure in 50% or more units in a single study period will trigger a review of academic progress and implementation of an intervention strategy by the College.

5.2 Units that have been completed at the end of a study period and have a final unit result will be evaluated by the student administrator in accordance with the course progress and intervention strategy.

5.3 Where a unit runs for more than one study period, early intervention will be implemented at the end of each term of delivery. If the student has not satisfactorily completed all assessment tasks in that term, they will be deemed as being 'at risk' of failing the unit.

5.4 Early intervention based on assessment task failure is not counted toward formal course progress. Early intervention is only implemented to assist students in achieving satisfactory course progress.

5.5 Failing a unit means being assessed as "Not Yet Competent" for a completed unit.

5.6 Students will be counseled if they have failed any unit in a study period or if they have failed two or more core units in any study period

5.7 Within 10 working days of the completion of a study period the student administrator will review the course progress of all students and identify those students who have failed 50% or more units in the study period.

5.8 Within 10 working days of the completion of a study period all students identified as having failed 50% or more units will be contacted requiring them to attend a course progress interview with the course program manager.

5.9 At any point in the term, if CBTC believes a student is struggling and may not achieve satisfactory progress, an early intervention may be activated. The early intervention requires an interview with the course program manager and strategies identified to assist student to pass the unit.

5.10 At the course progress interview the student may be placed on a Student Monitoring Program with one or more of the following intervention strategies put in place:

- Student attendance timetable drawn up
- Student study time table drawn up
- A short stand up meeting for the current study period with the course program manager or a delegated person will be scheduled. Notes and feedback to the student are recorded.
- Advice of course suitability
- Opportunities to be reassessed in tasks or subjects previously failed, or be able to demonstrate

the necessary competency in areas in which they had not previously been able to achieve competency

- Advising students that unsatisfactory course progress in two consecutive study periods could lead to them being reported to DHA and cancellation of their visa, depending on the outcome of any appeals process.

5.11 At the fortnightly intervention meeting the following will be reviewed

- Fortnightly attendance
- Fortnightly academic involvement
- Implementation of the study timetable

5.12 All students training plans, results, course progress, and interventions (if any) shall be recorded in the student management system on an ongoing basis.

5.13 If a student fails 50% or more units in two consecutive study periods (after having been on the Student Monitoring Program and interventions put in place) thus failing to meet course progress requirements, then CBTC will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The student will be informed they have 20 working days to appeal the decision to report via the Complaints and Appeals process. If the appeal is not upheld or the student withdraws from the appeal process, CBTC will report the student to DHA. A copy of all the documents and PRISMS notifications will be put in the student's file.

5.14 During the intervention period, students who fail to maintain 80% attendance, fail to achieve set satisfactory academic progress goals or fail to implement the study timetable may be reported to DHA for unsatisfactory academic progress.

5.15 Students failing to attend the fortnightly intervention meeting without a reasonable excuse may trigger the reporting process to DHA for unsatisfactory academic progress.

5.17 In exceptional circumstances, CBTC may extend the duration of the student's enrolment if he/ she is unable to complete the course within the expected duration. These circumstances are listed below and will be examined on a case by case basis, subject to sufficient supporting evidence being available to CBTC:

- Compassionate or compelling grounds exist
- CBTC has implemented a special intervention strategy to help the student achieve satisfactory course progress, or
- An approved deferral or suspension of study has occurred (based on the CBTC 'Deferral, Suspension and Cancellation Policy').
-

In circumstances where a student's course duration is approved and changed by CBTC, the student must be notified to contact the Department of Home Affairs to seek advice on the potential impact to their visa, including any visa extensions that may be needed.

6.0 Records

6.1 All records related to students' course progress and attendance will be retained in the Student's file for a minimum period of two years after the student ceases to be an accepted student at CBTC.

Critical Incident Policy

Canberra Business and Technology College is committed to providing a healthy and safe workplace for all employees, visitors and members of the public.

Workplace Health and Safety places responsibility on individuals as well as on employees as a whole. Those responsibilities are outlined below and must be noted by all to ensure the policy works to its fullest potential.

Management Responsibilities

- To integrate workplace health and safety into all aspects of the workplace
- To promote communication about workplace health and safety as a standard component of all aspects of work
- To plan, develop, implement and monitor a workplace health and safety program
- To take effective action to provide and maintain a healthy and safe workplace

Employee Responsibilities

1. To work in a healthy and safe manner
2. To encourage others to work in a healthy and safe manner
3. To cooperate with, support and promote workplace health and safety in the workplace.
4. To report or rectify any unsafe conditions those come to your attention.

Should a workplace injury or work caused illness occur, it is imperative that the incident be reported to management. Depending on the severity of the accident or illness, there will be reports and procedures to follow to ensure that, following an assessment of the incident, control measures may be put in place to ensure protection for all employees and others from a recurrence. If the incident or accident was to require hospitalisation, the office for Workplace Health and safety must be advised.

In the event of an accident occurring where first aid is required, the first aid kit is location in the kitchen and is maintained to ensure relevant first aid equipment is available at all times.

Should an incident or accident occur which results in a need for evacuation of the premises, refer to your Emergency Procedure.

Should a serious accident occur, there is a requirement under the Regulations for Workplace Health and Safety which prohibits the scene being interfered with, so please, don't touch anything.

Critical Incident Policy & Procedures

Overview

Providers of education to overseas students are required by legislation to have documented critical incident policy and procedures, which outline the action to be taken in the event of critical incident. This includes the initial response, follow-up, reporting, review and improvement.

The purpose of the Critical Incident Policy and Procedures is to identify the personnel, structures and procedures for managing a critical incident.

SCOPE

This policy applies to all Canberra Business and Technology College staff, students and visitors who have been exposed to a critical incident - either on-campus or off-campus including staff on business related travel interstate or overseas.

Where Canberra Business and Technology College staff witness an event that may be considered a critical incident, the policy and procedures should be followed.

Where staffs are aware of an event which may either indicate or escalate to a critical incident, the policy and procedures should be followed.

Definitions

Critical Incident: is any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Serious accident or injury;
- Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Death/suicide;
- Serious damage to essential facilities;
- Disruption to operations of Canberra Business and Technology College;
- Information which has the potential to negatively affect the reputation of Canberra Business and Technology College in the media and/or wider community.

Designated Officer: any Canberra Business and Technology College staff member who is either a witness to, or first to be informed about an actual or potential critical incident. The Designated Officer is to assume responsibility for alerting the most senior Canberra Business and Technology College staff member available as soon as possible. The Designated Officer may need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control etc).

Policy

Instruction

- (a) Canberra Business and Technology College will provide, at minimum, annual staff training an/or awareness sessions on critical incident response and management.

Responsibilities - Critical Incident Team

- (b) This team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.

1. Chief Executive Officer: Rakesh Kumar, Tel: 0430 790 433

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2. Academic Manager: Akihlesh Arora

3. Administration Manager: Ivette Mendez

(c) In the event that emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival. If a Designated Officer is in attendance, her or his roles will be to act in the best interests of any student/staff member/visitor affected by the incident.

- Severity Levels

LEVEL OF RISK:	RESPONSIBILITY:	EXAMPLES:
SEVERE	Chief Executive Officer & Academic Manager	<ul style="list-style-type: none"> •Death, suicide or life-threatening injury •Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, use of firearms, biological or chemical weapons, •Fire, bomb, explosion, gas/chemical hazards, discharge of firearms •Threat of widespread infection or contamination •Student suffers epileptic fit - medical centre open
SIGNIFICANT	Chief Executive Officer & Academic Manager	(e) Severe Occupational Safety & Health (OSH) risk (f) Serious injury incurred by staff/student (g) Activity where evacuation is required (h) Minor requires someone to act in "loco parentis" in place of parent/guardian after-hours
MODERATE	Academic Manager; Administration Manager & Specialist personnel (eg: OSH, Officer; IT Officer; First Aid Officer)	<ul style="list-style-type: none"> •Occupational Safety & Health (OSH) risk •Suspicious package left unattended •IT System crashes
MINOR	All Staff	(a) Minor injury (b) Plumbing blockages (c) Phone/Electrical failure (d) Computer breakdown

Procedure

The Designated Officer to assess the situation and consider any apparent risks to their own safety.

Where the Designated Officer considers a critical incident to be apparent or likely, he/she must immediately alert the most senior staff member available.

Where an incident occurs on-campus, the Designated Officer will contact emergency services if necessary.

Provided there is no threat to personal safety in doing so, the Designated Officer to take steps to minimise further damage or injury. This may involve organising willing by standers to provide support.

The Chief Executive Officer or most senior staff member available is to assume responsibility for re-assessing

the incident and forming a Critical Incident Team if deemed necessary.

As soon as practical the Chief Executive Officer or most senior staff member available to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk. Where persons affected include Canberra Business and Technology College students, a copy of the Student Personal Information Form should accompany the report.

The Chief Executive Officer and Critical Incident Team will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).

The Critical Incident Team to organise ongoing Response/Follow up (including staff briefing, counseling, review and reporting).

The Critical Incident Team to organise de-briefing to evaluate response procedures and make recommendations for handling future critical incidents.

Notification of Critical Incident to most Senior Staff Member

Checklist of Tasks & Responsibilities for Consideration:

The Chief Executive Officer or most senior staff member available will:

- (a) Head the Critical Incident Team;
- (b) Liaise with Emergency services;
- (c) Liaise with Diplomatic Post' Embassy/Consulate;
- (d) Liaise with minister and memorial service arrangements;
- (e) Prepare a written record of the event and all follow-up actions for the final report. All records must be retained for a period of two years after the student ceases to be an accepted student at CBTC.

Review

This policy shall be reviewed annually in compliance with education industry standards including the National Code of Practice for Providers of Education to Overseas Students.

Formalisation of Enrolment Policy

Written agreements between Canberra Business and Technology College and students set out the services to be provided, fees payable and information in relation to refunds of course money.

Canberra Business and Technology College enters into a written agreement with the student, signed or otherwise accepted by that student, concurrently with or prior to accepting course money from the student. In the agreement, CBTC must:

1. outline the course or courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered, the offered modes of study for the course, including any compulsory online and/or work-based training, placements, and/or other community-based learning and/or collaborative research training arrangements
2. outline any prerequisites necessary to enter the course or courses, including English language requirements
3. list any conditions imposed on the student's enrolment
4. list all tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options (including, if permitted under the ESOS Act, that the student may choose to pay more than 50 per cent of their tuition fees before their course commences)
5. provide details of any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply
6. set out the circumstances in which personal information about the student may be disclosed by the registered provider, the Commonwealth including the TPS, or state or territory agencies, in accordance with the *Privacy Act 1988*
7. outline the registered provider's internal and external complaints and appeals processes, in accordance with Standard 10 (Complaints and appeals)
8. state that the student is responsible for keeping a copy of the written agreement as supplied by the registered provider, and receipts of any payments of tuition fees or non-tuition fees

Canberra Business and Technology College includes in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and CBTC's default:

1. amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of CBTC)
2. processes for claiming a refund
3. the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act
4. a plain English explanation of what happens in the event of a course not being delivered, including the role of the TPS
5. a statement that "This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies".

Canberra Business and Technology College also includes in the written agreement a requirement that the overseas student or intending overseas student, while in Australia and studying with that provider, must notify CBTC of his or her contact details including:

1. the student's current residential address, mobile number (if any) and email address (if any)
2. who to contact in emergency situations
3. any changes to those details, within 7 days of the change.

ESOS Legislative Framework: Your rights and responsibilities under the law

Source: <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

Education Services for Overseas Students Act 2000

The *Education Services for Overseas Students Act 2000* (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. The Australian Government, through the Department of Education and Training, administers the ESOS Act and its associated instruments.

The *Education Services for Overseas Students Act 2000* (ESOS Act) governs:

- the registration process and obligations of registered international education providers
- the [Tuition Protection Service](#)
- enforcement and compliance arrangements.

In December 2015 changes to the ESOS Act passed by the Australian Parliament removed unnecessary red tape and streamlined the Act with domestic quality assurance frameworks administered by the [Tertiary Education Quality and Standards Agency \(TEQSA\)](#) and the [Australian Skills Quality Authority \(ASQA\)](#).

Three measures in the new legislation came into effect on **14 December 2015** to directly reduce administrative costs for education institutions. For more information see fact sheets outlining the changes to:

- [Removal of study periods](#)
- [Reporting student defaults and refunds](#)
- [Flexibility in paying tuition fees upfront.](#)

Other changes that simplify registration and regulatory processes take effect from **1 July 2016** and can be found here:

- [Registration fact sheet for higher education, foundation programs and ELICOS](#)
- [Registration fact sheet for VET courses and ELICOS](#)
- [Registration fact sheet for schools](#)

National Code of Practice for Providers of Education and Training to Overseas Students

The [National Code of Practice for Providers of Education and Training to Overseas Students](#) (the National Code) provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out requirements and procedures to ensure providers of education and training courses to international students can clearly understand and comply with their obligations under the National Code.

ELICOS Standards

English Language Intensive Courses for Overseas Students (ELICOS) are central to Australia's international education sector. Students come from overseas to study the English language for a variety of reasons. Some need to improve their English for work or career purposes, some have a personal interest in becoming fluent in English, and some intend to travel. Other students may want to continue their education in English, either in Australia or elsewhere, and need to develop the necessary language skills to undertake further study. The ELICOS Standards enhance Australia's reputation as a provider of world class international education and help attract high quality international students to Australia.

The ELICOS Standards became an enforceable legislative instrument under the Education Services for Overseas Students Act in 2011. The ELICOS Standards provide a basis on which regulatory authorities may register a provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), under the ESOS Act, to deliver an ELICOS course. ELICOS providers wanting to be registered on CRICOS need to meet the Standards.

The [current ELICOS Standards 2011](#) are available here.

The department undertook public consultation on proposed revisions to the ELICOS Standards from 14 July 2017 to 11 August 2017. [Submissions received](#) can be found on the departmental website.

On 11 October 2017, the Education and Training Minister's delegate approved revised ELICOS Standards. The ELICOS Standards 2018 will apply to new and existing providers from 1 January 2018, and to transitioning providers from 1 March 2018.

The main change amends the definition of an ELICOS course to bring all intensive English language courses registered on CRICOS within the scope of the ELICOS Standards. The *ELICOS Standards* will apply to providers who deliver courses which are solely or predominantly of English language instruction to student visa holders in Australia, including vocational education and training (VET) English courses.

From next year providers will have to meet minimum requirements relating to course contact hours, teacher qualification and staff-student ratios.

Implementation

Providers delivering English language courses which are not currently registered as ELICOS will be informed by the regulator (ASQA or TEQSA) if they need to transition to ELICOS delivery and start meeting the requirements of the ELICOS Standards. Existing ELICOS providers will need to meet the standards from 1 January 2018. Transitioning providers will be given until 1 March 2018 to meet the standards, with the following exceptions:

- Transitioning providers will be given an extra year, until January 2019, to meet requirements relating to Teaching Staff Qualifications (Standard 6.4).
- Transitioning providers will be permitted to continue teaching students enrolled prior to 1 March 2018 until the end of that student's English course, to minimise disruption to students.

The [ELICOS Standards 2018](#) is now available on the Federal Register of Legislation

STUDENT ORIENTATION CHECKLIST

New students to complete, sign and return to College Reception

Students to tick the boxes below, as applicable

- ☐ I have been given a copy of the Student Handbook
- ☐ I have received information about the College facilities and resources
- ☐ I have received information about support services at Canberra Business and Technology College (CBTC)
- ☐ I have received information about English language and study assistance programs
- ☐ I have been advised about the Student Code of Conduct and acceptable behaviour
- ☐ I have been advised about my rights and responsibilities, especially regarding attendance, academic progress, fee payment, address notification and College policies.
- ☐ I have been advised about my work rights as an international student on a student visa; and information I can access on my employment rights and conditions, and how to resolve workplace issues
- ☐ I have received information about the College Complaints and appeals Policy, Refund policy, Transfer policy and other College policies
- ☐ I have been informed about the Learner Questionnaires and other opportunities for providing feedback.
- ☐ I have been explained the CBTC policies about health and safety on campus, including procedures for Evacuation, First aid and Reporting hazards and accidents
- ☐ I have been given information about legal services and emergency and health services, and other services available to me as an international student in Australia. I have been advised that I can seek referrals to specialists from the College.
- ☐ I have been informed about safety and awareness relevant to life in Australia.
- ☐ I have been given information about how to seek assistance for and report an incident that significantly impacts on my wellbeing, including critical incidents
- ☐ I have been asked to advise my trainer/ Student Support Officer if I have any specific learning or support needs or if there is anything I feel may prevent me from completing my training/ assessment
- ☐ CBTC staff has checked my enrolment.
- ☐ I have been introduced to other CBTC staff.
- ☐ CBTC staff has provided an overview of the course/qualification outline.
- ☐ CBTC staff has explained the relevant mode of delivery (flexible, face to face, online etc)
- ☐ I have received details about term dates, holidays, course details and a timetable for my qualification/course.
- ☐ I have received an outline of the assessment process
- ☐ CBTC have explained about Recognition of Prior Learning, Transfer of Credit and National Recognition.
- ☐ CBTC has provided other information as relevant to the industry area or course/qualification
- ☐ **I agree to follow all the College rules, especially in relation to maintaining satisfactory course progress, observing the Code of Conduct, notifying the College of any change in contact details and meeting all the conditions of my student visa.**

CANBERRA BUSINESS AND TECHNOLOGY COLLEGE
STUDENT HANDBOOK INTERNATIONAL

Student Name: _____ Student Signature _____ Date: _____

Staff Name: _____ Staff Signature: _____ Date: _____