



# CHOICE BUSINESS COLLEGE

RTO 41297 | CRICOS Provider 03444C

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## *International Student Handbook*

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<b>Gold Coast Campus (Head office)</b>	<b>Sydney Parramatta Campus</b>	<b>Sydney City Campus</b>	<b>Melbourne Campus</b>
G104/G105 Australia Fair Southport QLD 4215 (T) 07 5532 3212 <b>Mon to Fri 9:00 AM – 5:30 PM</b>	Suite 2, L5 460 Church St Parramatta NSW 2150 (T) 02 9630 6999 <b>Mon to Sat 9:00 AM – 9:00 PM</b>	Suite 301, L3 and Suite 701, L7, 341 Kent St Sydney NSW 2000 (T) 02 9630 6999 <b>Mon to Fri 9:00 AM – 5:30 PM</b>	Level 6, 341 Queen St Melbourne VIC 3000 (T) 03 9670 0656 <b>Mon to Fri 9:00 AM – 5:30 PM</b>
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## Contents

<b>Welcome</b> .....	3
<b>OUR CAMPUSES</b> .....	4
Gold Coast Campus .....	4
Sydney City Campus .....	4
Sydney Parramatta Campus.....	4
Melbourne Campus .....	4
<b>Information about living, working and studying in Australia</b> .....	5
Working in Australia.....	6
Other Important websites.....	6
<b>Student Visa Conditions</b> .....	7
<b>Arranging Travel</b> .....	8
<b>What to Bring</b> .....	11
<b>Various other information on living in Australia</b> .....	12
Choosing Where to Live .....	12
<b>Bringing Family</b> .....	13
Issues to Consider .....	13
<b>Adjusting to Australian Culture</b> .....	15
<b>STUDYING WITH CHOICE BUSINESS COLLEGE</b> .....	17
<b>POLICIES FOR YOUR INFORMATION</b> .....	23
NC Standard 3 - Refund policy .....	24
NC Standard 10 - Complaints and Appeals Policy.....	25
<b>MONITORING COURSE PROGRESS</b> .....	28
<b>MONITORING COURSE ATTENDANCE - ELICOS</b> .....	29
<b>STUDENT DECLARATION</b> .....	34

## Welcome

Choice Business College aims to provide the highest level of education services with focus on professionalism, excellent student support services, interactive and creative training programs and ensure that we maintain our position as one of the market leaders in superior education services.

We believe that with our extensive knowledge, determination to provide the highest quality services and our great locations with large resources we can succeed as a college and ensure our student have a memorable education with our college.

We are a multicultural environment and sensitive to all your cultural needs as an international student.

Our trainers come from a diverse background and understand what it is like being new to the college. The trainers provide a supportive approach while guiding you to explore your own ideas. All CBC trainers are highly qualified and ready to facilitate you in your learning direction.

### OUR VALUES

- ❖ Provide the highest level of education at an affordable price
- ❖ Provide state of the art facilities
- ❖ Maintain effective student counselling
- ❖ Hire trainers who are on the top of their field
- ❖ Foster professionalism and commitment to excellence

***WE WELCOME YOU TO OUR COLLEGE.***

## OUR CAMPUSES

### Gold Coast Campus

Choice Business College has its head office and campus centrally located in the heart of Southport close to the public transport and Australia Fair Shopping Centre on the Gold Coast. Just north of Surfers Paradise, it is one of the major business centres of the Gold Coast and close to the dazzling Broadwater and the Southport Spit.

Southport is only a five-minute drive from the 57 kilometres of coastline, its incredible sandy beaches and the tourist hub of Surfers Paradise.

You are never too far away from great shopping, fabulous restaurants and cafes. Gold Coast is also famous for being home to Dreamworld, Movieworld, Sea World and Wet'n'Wild theme parks.

### Sydney City Campus

Sydney has been ranked as the 10th most liveable city in 2016 and is increasingly popular as the most famous Australian city in the world due to many infamous landmarks.

Sydney harbour is world famous for its 200km of shoreline and has many of Sydney's most famous landmarks right on its waters edge such as the Sydney Opera House and the Sydney Harbour Bridge.

Our Sydney City Campus is located in Kent Street in the heart of the city. It is easily accessible being just a five-minute walk to Town Hall station.

### Sydney Parramatta Campus

CBC Sydney Parramatta Campus is conveniently located in Parramatta, 23 km west of Sydney CBD. With easy access to public transport, accommodation, restaurants, shops and parks, this exciting area provides a wealth of activities for students to enjoy while studying at Choice Business College.

### Melbourne Campus

Our Melbourne campus is centrally located in the Melbourne CBD and is surrounded with cultural attractions, abundant public transport, accommodation, gardens, restaurants and nightlife. With its incredibly centralized location, activities and a wealth of opportunity exist in every direction. Choice Business College Melbourne provides a fantastic place to live, study and start a rewarding career pathway.

**All our campus locations are equipped with computers, library resources, internet, TV and a quiet study area.**

## Information about living, working and studying in Australia

Please visit the websites below to find out all about studying in Australia including visa requirements, student support services, cost of living, Education Agents, health cover, working in Australia, insurance, accommodation options and costs, weather, transport, safety and so much more.

### Gold Coast

<http://www.studyqueensland.qld.edu.au/>

<http://www.studygoldcoast.org.au/>

<http://www.visitgoldcoast.com/study-on-the-gold-coast/>

### Melbourne

<http://www.studymelbourne.vic.edu.au/>

<http://www.visitmelbourne.com/>

<http://www.melbourne.vic.gov.au/>

### Sydney

<http://www.study.sydney>

<http://www.sydney.com>

<http://www.cityofsydney.nsw.gov.au/learn/about-sydney/tourist-information>

### Study in Australia

<http://www.studyinaustralia.gov.au/>

The study in Australia site is owned by the Australian Government and has comprehensive current information on all aspects of studying in Australia including: Entry requirements; living costs and accommodation; student visa options; insurance; banking; working while studying; cost of living; student support; health cover; legislation and much more.

### Life in Australia Book (translated versions)

<https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book>

### **SAFETY**

We take your safety seriously, so we strongly advise you to read all the links below to be very well informed on all aspects of your safety prior to coming to Australia. The links below also cover insurance, phone, internet and banking. Students coming to Australia need to be aware of the very different conditions such as swimming at our beaches and swimming safety as well as becoming aware of sun safety.

If you have any difficulty assessing these links please advise the College to enable us to assist you.

For more information on this please visit:

[www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety](http://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety)

## SUN AND WATER SAFETY

[www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water](http://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/sun-and-water)

## FIRE SAFETY:

[www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/fire](http://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/fire)

## EMERGENCY INFORMATION:

[www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/emergencies](http://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/emergencies)

## PERSONAL SAFETY:

[www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal](http://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety/personal)

## **Working in Australia**

Students working in Australia should be paid fairly for the work they do and work under reasonable conditions.

Pay rates and workplace conditions are set by Australian law.

The [Pay and Conditions Tool \(PACT\)](#) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

The [Fair Work Ombudsman](#) can give you further information and advice about your workplace rights and obligations, and has workplace information translated into [different languages](#).

Your rights and protections include [workplace health and safety matters](#).

Refer: <https://www.fairwork.gov.au/employee-entitlements>

### **Your employer cannot cancel your visa**

Only the Department of Home Affairs (DHA) can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

### **Helpful recordkeeping hints when you start working in Australia**

*Keep a diary of days and hours worked keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.*

### **Contact The Fair Work Ombudsman**

All visa holders who believe they might have been exploited or underpaid should approach the Fair Work Ombudsman (FWO) through the Fair Work Infoline on 13 13 94 or through their [anonymous reporting service](#).

## **Other Important websites**

### **Overseas Students Ombudsman**

[www.oso.gov.au](http://www.oso.gov.au)

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Call: 1300 362 072

## Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website the Department of Foreign Affairs and Trade website <http://www.dfat.gov.au/embassies.html> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

## Department of Home Affairs (DHA) Phone 131 881

Offices in Australia – <http://www.homeaffairs.gov.au/about/contact/offices-locations/australia>

The Australian Government's Department of Home Affairs, provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Visit [homeaffairs.gov.au](http://homeaffairs.gov.au) for the latest information.

## Student Visa options

<https://www.homeaffairs.gov.au/trav/visa-1/500->

## Applying for a Student Visa – rules and requirements

<https://www.homeaffairs.gov.au/trav/visa/appl/student>

## Provider default (if your provider can no longer offer your course for study)

<https://www.homeaffairs.gov.au/Trav/Stud/More/Education-Providers-default>

## Student Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. *These conditions include (but are not limited to):*

- Complete the course within the duration specific on the COE
- **Maintain** satisfactory academic progress
- **Maintain satisfactory** attendance
- **Maintain** approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with your principal education provider for 6 calendar months, unless issued a letter (approval) of release from the Institute to attend another institution
- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

For the full list of **mandatory** and **discretionary** student visa conditions including rules for working while studying visit:

<http://www.homeaffairs.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

## Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

## Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

**Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.**

## Arranging Travel

Students will need to make their own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

We arrange pick up from the airport for a small nominated fee. Once you have your travel details you should advise the College.



## Things to Do: Before Leaving Home:



- Apply for passport
- Arrange student visa
- Make contact with College
- Complete required forms with College
- Make payments to Institute
- Arrange for immunisations and medications from doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance / OSHC
- Advise institution of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
  - Name and contact details of a College representative
  - Enough currency for taxis, buses, phone calls etc. in the event of an emergency
  - Important documents:
    - THIS HANDBOOK!
    - Passport
    - Letter of Offer
    - Confirmation of Enrolment (CoE)
    - Certified copies of qualifications & certificates
    - Travel insurance policy
    - ID cards, drivers licence, birth certificate (or copy)
    - Receipts of payments paid to the college
    - Medical records and / or prescriptions.

*If you are travelling with your family you will need to include their documents as well.  
Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.*

## Upon Arrival in Australia



- Call home
- Settle into accommodation
- Contact Institute
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation at College (compulsory)
- Advise Institute of your address, phone and email
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number if seeking work
- Get involved in student life and associations 
  - (eg music, sporting and cultural clubs)
- Keep copies of all payments you make to the College
- Keep a copy of your Student Contract

## What to Bring

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

**For further information visit the Australian Customs website:**

<http://www.customs.gov.au/>

For information on how much luggage you can bring check with your airline.

**Information and Tips in various languages -**

<http://www.customs.gov.au/knowbeforeyougo/default.asp>

**Australian Customs for arriving travellers –**

<http://www.customs.gov.au/site/page4351.asp>

**Guide for Travellers -**

<http://www.customs.gov.au/webdata/resources/files/GuideforTravellers-WEB2.pdf>

## Various other information on living in Australia

<http://www.studyinaustralia.gov.au/Choice/live-in-australia>

<http://www.studyinaustralia.gov.au/Choice/why-australia>

## Accommodation and Living Options

### Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

**Whilst studying with the college your accommodation options are:**

### Homestay

The Homestay experience helps visiting students absorb and understand Australian culture & customs while studying here. It is a cultural exchange between the local host (homestay) family and the visiting international student, who lives with the homestay family while studying in Australia

**Australian Homestay Network (AHN)** is Australia's largest and most recognised homestay provider.

<http://www.homestaynetwork.org/>

**Eastern Shores International Homestay** is an established accommodation service offered to education providers and International students.

<http://www.esinternational.com.au/>

### Renting

Renting a property is when you enter into an Agreement with a 'Landlord' to reside in a property; you can either live in a property as a single or share or have flatmates (perhaps other students). There are several websites you can look at for choosing a rental property:

- [www.realestate.com.au](http://www.realestate.com.au)
- [www.domain.com.au](http://www.domain.com.au)
- [www.gumtree.com.au](http://www.gumtree.com.au)

## Bringing Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances DHA website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially.

The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

## Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them. Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for your family to and from Australia;
- You must maintain adequate schooling arrangements for your school-age dependents. School fees can range from \$7,800 to \$30,000
- Possible higher rent for a larger home;
- Limited employment opportunities for your spouse;
- Extra costs for food, clothing and other necessities;
- The effect on you and your studies if your family is not happy in Australia;
- Whether your children will adjust to school in Australia;
- Waiting lists for child care centres; and
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit:

<http://www.australia.gov.au/>

<http://www.studyinaustralia.gov.au/Choice/australian-education/bringing-your-children>

### Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm - 6:00pm). Children who need these programs must be registered with the school.

### Schools:

If you would like to bring your children to Australia with you; it is an immigration policy that school-age dependants of international students undertake formal schooling while they are in

Australia. School fees can range from \$7,800 to \$30,000. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools.

**Search for a state or private school in the area.**

<http://www.australia.gov.au/information-and-services/education-and-training/school-education>

## Living costs in Australia

For your reference, here are some of the costs associated with living and studying in Australia.

### Accommodation

Hostels and Guesthouses– \$90 to \$160 per week

Shared Rental– \$90 to \$200 per week

Homestay– \$180 to \$340 per week

Rental– \$165 to \$500 per week

### Other living expenses

Groceries and eating out– \$80 to \$280 per week

Gas, electricity– \$35 to \$140 per week

Phone and Internet– \$20 to \$60 per week

Public transport– \$10 to \$40 per week

Entertainment– \$60 to \$160 per week

### Minimum cost of living

The [Department of Home Affairs](#) has financial requirements you must meet in order to receive a student visa for Australia. From 1st February 2018 the 12-month living cost is:

- You - \$20,290
- Partner or spouse - \$7,100
- Child - \$3,040

For more information please visit

<https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

## Overseas student health cover (OSHC)

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC will also cover the cost of emergency ambulance transport and limited prescription drugs. The Department of Home Affairs requires all overseas students to maintain OSHC for the duration of time they are in Australia.

**YOU MUST HAVE OSHC TO BE ABLE TO STUDY IN AUSTRALIA FOR THE ENTIRE DURATION OF YOUR COURSE.**

### How do I get OSHC?

Students will be able to purchase OSHC through the college at the enrolment stage. Students can also purchase their OSHC through their Education Agent or directly from one of the approved OSHC providers. If you do not buy your OSHC

through the College you must provide evidence of your insurance, no later than at Orientation.

OSHC is offered by five health insurance providers that have signed an agreement with the Australian Government can provide OSHC.

### OSHC Providers

- [Allianz](#)
- [Medibank](#)
- [NIB](#)
- [BUPA](#)
- [AHM](#)

You may choose to change your health fund at any time but will need to abide by the conditions of change of the health fund provider you are leaving.

Some students may be exempt from enrolling in the OSHC such as students from countries where Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

**Further information on OSHC can be found at:**

[The Department of Health](#)

[OSHC FACTSHEET \(Australian Government\)](#)

## Australian laws and travel tips

<http://australia.gov.au/topics/law-and-justice>

<http://australia.gov.au/topics/immigration>

<http://australia.gov.au/topics/tourism-and-travel>

<http://australia.gov.au/topics/tourism-and-travel/state-tourism-and-travel-links>

## Adjusting to Australian Culture

**Greetings and goodbyes**—most people say “Hello” or “Hi”. In a more formal situation say “Good morning, “Good afternoon” or “Good evening”. When you leave friends say “Bye” or “See you later” or “Cheers”. In a more formal situation say “It was nice to meet you” or “Goodbye”.

**Pot luck and bring a plate**—if an Australian invites you for a ‘pot luck’ meal at their home this means everyone brings along some prepared food to share with all the guests. Or they might ask you to ‘bring a plate’. This also means you bring some food. Don’t bring an empty plate!

**Smoking**—Smoking has become less acceptable because of the health risks. You cannot smoke in any public building. People go outside if they want to smoke. If you want to smoke, ask people around you “Do you mind if I smoke?”

**What you can do to help communication:**

1. Speak as clearly as you can not too quickly.
2. Do try to speak even if you make mistakes. Don't keep quiet because your English is not perfect just explain that you're learning English. Most Australians are very understanding of this and want to be helpful.
3. Ask people to speak more slowly or repeat something.
4. Improve your English by taking every opportunity to talk. The more you speak the more fluent you will become.

**Safety when out and about:**

1. Always let your host family or someone know where you are going and at what time you will be back.
2. Think about your surroundings when walking or jogging. Try to stay in public places that are well lit at night and avoid walking through parks or alleys in the evenings.
3. Always walk confidently and briskly when walking alone.
4. Arrange to come home with friends or to be picked up when going out in the evenings.
5. When jogging or walking go against the traffic so that you can see approaching vehicles.
6. If you think you are being followed, go as quickly as possible to a public place where there are lots of people around and call the Police immediately.
7. Cover up any expensive looking jewellery and keep cell phone out of sight when not in use.

**Money:**

1. Try not to carry large sums of money with you.
2. When withdrawing cash from an automatic teller machine (ATM) make sure it is not in a dark or isolated location.
3. When using your EFTPOS card make sure no one sees you entering your personal identification number (PIN).
4. Don't count your cash in the view of other people.

## STUDYING WITH CHOICE BUSINESS COLLEGE

### ELICOS (English Language Intensive Courses for Overseas Students)

Course Name	CRICOS Code	Duration Weeks
General English (Elementary to Advanced)	098026B	60
English for Academic Purposes (Upper Intermediate to Advanced)	098027A	30

#### General English (Elementary to Advanced)

This course is intended for students wishing to learn English for a variety of different purposes. The macro-skills of Reading, Writing, Speaking and Listening will be studied in conjunction with an electives program that allows students to enhance their skills in relation with their individual learning needs.

The course is delivered over 50 study weeks with 10 weeks of structured holiday breaks

The course has been designed to run at 5 proficiency levels (10 study weeks per level)

- Level 1: Elementary
- Level 2: Pre-Intermediate
- Level 3: Intermediate
- Level 4: Upper Intermediate
- Level 5: Advanced

**There are no requirements for entry to this course.** Students can be level-tested on application for enrolment and/or on arrival.

The duration of the course is dependant on your tested level of English language proficiency.

#### English for Academic Purposes (Upper Intermediate to Advanced)

This course is designed to introduce international English students to Western higher educational concepts and culture. EAP 1 (English for Academic Purposes – Upper Intermediate) serves as a transition into theory-related Vocational Education and Training and EAP 2(English for Academic Purposes - Advanced) prepares students for the demands of Undergraduate and Post-graduate studies. This course is delivered over 24 study weeks (12 weeks - each level) with 6 weeks of structured holiday breaks.

#### Entry Requirements

Students entering this course will require a level of English which allows them to access sufficient language to understand and attempt the types of texts and tasks required in language levels equivalent to Upper Intermediate ELICOS studies (approx. IELTS 5.0 or equiv\*.)

ELICOS programs – General English (GE) and English for Academic Purposes (EAP) are delivered face to face a minimum of 20 hours per week.

Please note: ELICOS programs are currently not available at CBC Sydney Parramatta Campus.



## Qualifications on offer at Choice Business College

National Code	Course Name	CRICOS Code	Duration Weeks
SIT40516	Certificate IV in Commercial Cookery*	093032M	75
SIT50416	Diploma of Hospitality Management	094319K	62
BSB50215	Diploma of Business	089457J	30
BSB51915	Diploma of Leadership and Management	089458G	49
BSB61015	Advanced Diploma of Leadership and Management	090723G	49
BSB80215	Graduate Diploma of Strategic Leadership	093020D	52

**\*Work Placement required (up to 240 hours or 8 weeks)**

CBC delivers all qualifications face to face (including 1/3 online/distance) for a minimum of 20 hours per week.

Students must attend a minimum of 20 hours of classes per week **or** as per your timetable.

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study please refer to the individual course marketing material found on our website [www.cbc.edu.au](http://www.cbc.edu.au)

CBC has no arrangements with any other party in the delivery of any of its courses.

There is no work-based training with our courses except with Cert 4 in Commercial Cookery where students are required to work in an approved hospitality environment for up to 240 hours to fulfil the course requirements.

## COURSE CREDIT/RECOGNITION OF PRIOR LEARNING

***'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.'***

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL). RPL may reduce the length of a student's course.

Choice Business College requires students to complete the *Application for Recognition of course credit/RPL form* for assessment by the relevant trainer/assessor.

Evidence is required to substantiate previous knowledge/qualifications. Choice Business College may require students to complete an assessment to demonstrate competency. If Choice Business College grants the student course credit/RPL 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 course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to DET via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

For further information about Course Credit please ask for a full copy of our *Course Credit Policy*.

## General Entry requirements (except for ELICOS):

### ENGLISH:

- ‘ English proficiency level requirement: IELTS 5.5 or equivalent;
- ‘ Or at the discretion of the CBC Manager.

### ACADEMIC

- ‘ Provide evidence of a Vocational Education/university Certificate (Australian) of up to Cert IV or equivalent to Year 12 Academic qualification
- ‘ Or at the discretion of the CEO/Compliance Manager.

**NOTE: Every application is individually assessed**

## General information on Campus

### TIMETABLES

Students will be able to access their timetable of classes after enrolment via Reception. Please ensure you check your timetable details as this will allow for planning for your days before you start your course and /or when the course commences. These timetables are subject to change and students are advised to contact their trainer to stay up to date with the course timetable changes and important dates.

### PHOTOCOPYING AND PRINTING SERVICES

Photocopying and printing services are available from reception at CBC for a small nominated fee or at Council Libraries on a user pay basis using your Student Card.

### DRESS CODE

Students are requested to wear neat, clean and appropriate clothing and footwear at all times. In addition, you may be required to wear specific items in accordance with your area of study or work health and safety rules.

## PRIVACY POLICY AT CBC

Choice Business College respects your privacy and has recognised rules to ensure that your personal information is protected. The privacy policy ensures personal information is collected, stored, used and disclosed under strict guidelines to prevent it from being misused or passed on without your permission. Choice Business College adheres to the Information Privacy Act 2009 (QLD) and the Information Privacy Principles. If you have any concerns, please contact student support officer who will advise you in due course.

## LEGISLATION AND POLICIES

### CURRENT CRICOS legislation

- [Education Services for Overseas Students Act 2000](#)
- [Education Services for Overseas Students Regulations 2001](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#)

## Legislation Information for International Students

The *Education Services for Overseas Students Framework (ESOS)* that includes the *ESOS Act 2000*, *ESOS Regulations* and *National Code* and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further information on Australian Legislation and how it affects International Students visit:

<https://docs.education.gov.au/node/39586> (ESOS FRAMEWORK STUDENT FACT SHEET)

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx>

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

### In addition:

- if offering vocational education and training (VET) courses, the provider must comply with the [VET Quality Framework](#), and
- if offering English Language Intensive Courses for Overseas Students (ELICOS), the provider must comply with the [ELICOS National Standards](#).

## VISA INFORMATION

<https://www.homeaffairs.gov.au/Trav/Visa-1/500->

**Working in Australia Student Visa:** If you have been granted a Student Visa on or after 26 April 2008, you will already have permission to work automatically included with your visa. DHA (Department of Home Affairs) has set a broad definition of work that includes both unpaid and paid work. There are restrictions on the number of hours you can work, and it is important that you are aware of the relevant conditions: visit the DHA website for information: <http://www.homeaffairs.gov.au>. DHA and the Australian Taxation Office (ATO) monitor this very carefully. If you are found breaching their work conditions, this will lead to mandatory cancellation of your Student Visa.

**Working Holiday Visa:** All Working Holiday Visas must be obtained overseas – Working Holiday Visa holders must make sure that they abide by the rules of this Visa.

**Tourist Visa:** Tourist Visa holders are not permitted to work in Australia. \*Note: It is important that you be aware of the relevant visa conditions; visit the DHA website for information: [homeaffairs.gov.au](http://www.homeaffairs.gov.au)

**Tax File Number:** Once you have your permission to work, you should obtain a Tax File Number (TFN). A Tax File Number (TFN) is a number issued by the Australian Taxation Office (ATO). Each TFN is unique to a particular person, and only one Tax File Number is issued to you for life. It will not change under any circumstances (e.g. if you return home overseas, move interstate, change jobs, change your name in any way, have investments, or claim government benefits).

**To work in Australia** - you should have a TFN, and you will be required to supply this number to your employer for income tax purposes. Please note that it may take more than a month to get the TFN once you have applied; if you have not received it within 28 days, phone the Tax Office during office hours. You must allow for this before you start working. To apply for a TFN - you must complete a Tax File Number - application or enquiry for individuals' (NAT 1432). Visit the ATO website for online ordering. You may also apply through the 'Online Individual Tax File Number (TFN) Registration'. Please ask for a copy of step-by-step instructions for this process at the reception. Visit the ATO website for information: <http://www.ato.gov.au>

## TRANSPORT

<http://translink.com.au/>

### Taxis - 131 008

If you have chosen to be with a home stay family, please discuss your transport options with them before you arrive for pick up from airport or college.

Students who have chosen to stay in an apartment accommodation and /or other rental properties will need to make their own travel arrangements to and from class. A number of local companies in each CBD operate bus services to and from your surrounding area.

Your Student ID card will give you a discount on the bus and train. Visit the <https://www.studyinaustralia.gov.au/english/live-in-australia/transport>

## HEALTH AND EMERGENCY SERVICES/ VISA MATTERS/ LEGAL SERVICES/ AND COUNSELLING SERVICES

Emergencies Phone: Ambulance / Fire Brigade / Police 000 (triple zero) phone number is to be used in an EMERGENCY ONLY for those who find they need an Ambulance, Fire Brigade or Police immediately in sudden, distressing circumstances. Phone: **000**

Gold Coast	Sydney	Melbourne
<b>Gold Coast University Hospital</b>	<b>Royal North Shore Hospital</b>	<b>The Royal Melbourne Hospital</b>
1 Hospital Boulevard Southport QLD 4215 <b>1300 74 4284</b>	Reserve Road, St Leonards, NSW 2065 <b>(02) 9926 7111</b>	300 Grattan St, Parkville VIC 3050 <b>(03) 9342 7000</b>

### Other public hospitals in Australia

<https://www.myhospitals.gov.au/search/hospitals>

**Visa Matters** You can talk to the Department of Home Affairs (DHA) about your visa or other immigration matters. Phone: 13 18 81

**Legal Services** <http://www.australia.gov.au/content/legal-aid>

**Other community based counselling services include:** lifeline – Child, Youth and Family Counselling 24 hour telephone counselling is available. Face to Face counselling is available by appointment. Counselling support is provided for couples, families & individuals suffering crisis & emotional distress. Phone: 13 11 14 Website: [www.lccq.org.au](http://www.lccq.org.au)  
Relationships Australia (Relationship Counselling and Gambling Help) Addiction, Financial & Family Relationship counselling & Medication is available to everyone. Phone: 1300 364 277 Website : [www.relationship.com.au](http://www.relationship.com.au).

**Salvation Army** Offering support and counselling. Phone: 130 36 36 22

### BANKING

To open a bank account, you will need to show your passport at the Bank. You do not need large amounts of money to open a bank account in Australia. Banks are open between 9:30am to 4:00pm Monday to Thursday and 9:30am to 5:00pm Friday. Automatic Teller Machines (TMS) are everywhere in Australia and you can use them 24 hours per day. Remember to CLOSE your bank account before you return to your home country.

### TRANSLATING AND INTERPRETING SERVICE (TIS)

The Department of Home Affairs (DHA) provides the TIS National interpreting service for people who do not speak English and for English speakers who need to communicate with them. TIS National has more than 30 years of experience in the interpreting industry, and has access to over 1300 contracted interpreters across Australia, speaking more than 120 languages and

dialects. TIS National is available 24 hours a day, seven days a week for any person or organization in Australia requiring interpreting services. Phone: 131 450 Website: <https://www.homeaffairs.gov.au/trav/life/help>

## STUDENT SUPPORT SERVICES AT CBC

Choice Business College is here to support all international students to adjust to study and their new lives in Australia.

The staff at CBC is encouraged to help the students to achieve their learning goals and make satisfactory progress towards meeting the learning outcomes of the course in which they are enrolled.

The support services include complaint and appeals procedures, course progress, attendance requirements, accommodation issues, counselling and orientation program.

Within Choice Business College, a team of designated Student Support Officers is appointed to ensure successful adjustment by students to life and study in Australia and assist in the resolution of student problems that could impede completion of their studies.

## POLICIES FOR YOUR INFORMATION

Please refer to [cbc.edu.au/policies-procedures/](http://cbc.edu.au/policies-procedures/) to access the complete and current policies and procedures.

### Student Code of Behaviour / Rules

1. Choice Business College prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course
2. Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.
3. Students must follow the directions of their teacher/trainer at all times
4. Students are required to wear appropriate safety clothing and use equipment safely
5. Students must not use inappropriate or offensive language, signs or gestures
6. Violent behaviour will not be tolerated.
7. Weapons cannot be carried onto the College premise
8. Racist behaviour will not be tolerated
9. Sexual harassment will not be tolerated
10. English is to be spoken during class at all times
11. Fees must be paid as per the due date on the agreement/invoice. Students will be charged **\$50 per week for late payment** and their enrolment may be

suspended/cancelled for non-payment of fees.

12. An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, Choice Business College accepts no responsibility for personal property lost or stolen
13. Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
14. No aggressive physical contact or verbal abuse is to occur between any persons at any time.
15. Smoking is not permitted inside training facilities, Australian Law must be followed
16. Drinking alcohol is not permitted inside training facilities.
17. Eating or drinking is not permitted in any space other than the designated areas.
18. Clothing and behaviour should be appropriate and not cause offence to anyone.
19. Students are expected to be genuine/bona fide students in Australia to study and complete their course/qualification and therefore must attend class and progress in their course. Refer to our [Overseas Student Visa Requirements Policy and Procedure](#)
20. Students MUST have overseas health cover for the entire period of their study.
21. Students MUST advise the College of any change to their contact details including address, mobile number, email and emergency contact details, within 7 days of the change, to the college

**All disciplinary matters will be handled by the Director and/or CEO.**

### **NC Standard 3 - Refund policy**

This refund policy is provided in full to all students prior to any payment being made and is contained IN FULL in the *Formal Student Agreement Contract*.

This refund policy applies to all fees paid to the College and includes any money paid to an education agent to be remitted to the College. However, **Education Agents are not authorised to collect money on behalf of the College. All fees should be paid directly to Choice Business College.**

*Any additional fees requested by an agent should firstly be queried directly with the College before payment.*

NOTE: Fees for additional services (not covered by the Letter of Offer of part of the agreement with **Choice Business College** conducted by and paid to Education Agents by students are not covered by this refund policy.

The application for enrolment fee of \$200.00 is non-refundable administration fee.

**Choice Business College** does not require the student to pay more than 50 per cent of tuition fees before a course starts, unless it is for a short course of 25 weeks or less.

**Choice Business College** can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

It is the policy of **Choice Business College** to ensure that all applications for refund of fees are considered.

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by **Choice Business College** for any reason. In this instance a refund will be made in 2 weeks.

An application for refund of course fees must be made in writing on the *Application for Refund Form* to **Choice Business College** stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

REFUND TABLE	
Unsuccessful Visa application	100% refund of <i>all unused prepaid fees</i> less \$200 administration fee
Cancellation of enrolment more than 20 days prior to commencement date	85% refund of Tuition Fees paid less \$200 administration fee
Cancellation less than 20 days prior commencement date	50% refund less \$200 administration fee
Cancellation after commencement date	No refund
Visa cancelled due to actions of student	No refund
Course cancelled by Choice Business College (provider default)	100% refund of <i>all unused prepaid fees</i>

*Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.*

## NC Standard 10 - Complaints and Appeals Policy

This policy will be given to students before a contract is entered into or before an amount of money has been paid whichever happens first.

This policy and procedure must be provided in full in the International Student Contract / Agreement.

Written records of all complaints and appeals will be kept in detail on student files and provided to the student.

All Complaints and Appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution as soon as practicable.

Choice Business College (CBC) will in the first instance always endeavour to resolve complaints / disputes informally.

Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

CBC is committed to dealing with complaints/disputes in a fair and timely manner.



- Where possible the complaint will be dealt with immediately by the Compliance Officer, Student Welfare Officer or teacher.
- Students and / or CBC staff may be accompanied and assisted by a support person at any relevant meeting.
- The formal complaints assessment process will commence within 10 working days of CBC's receipt of a written complaint or appeal and supporting information.
- CBC will take all reasonable steps to finalise the process within 21 days from commencement or as soon as practicable. A written response, advising of the outcome will be provided.
- The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons of the outcome.
- If a student chooses to access CBC's complaints and appeals processes, CBC must maintain the student's enrolment while the complaints and appeals process is ongoing.
- CBC will respond to any complaint or appeal an overseas student makes regarding their dealings with the college, the college's agents or any related party the college has an arrangement with to deliver a course or related services.
- CBC must advise students that are unsuccessful with the college's internal complaints or appeals handling and process, within 10 working days of the decision being made, of the student's right to access an external complaints and appeals process at minimal or no cost to resolve the dispute. The College must advise the student the contact details of the appropriate complaints and external appeals body.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, CBC must immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.
- If the student is not satisfied with the result or conduct of CBC's internal complaints handling and appeals process, CBC will assist the student to access independent mediation at minimal or no cost to resolve the dispute.
- Nothing in the College's Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies.
- If a student is not satisfied with the result or conduct of our internal complaints and appeals process, the college must advise the student of his or her right to access the external appeals process at minimal or no cost.
- Students can contact the Overseas Student Ombudsman directly.
- The college is not required to continue to offer learning opportunities throughout the complaints or appeals process. The college can decide whether it will continue to offer learning opportunities throughout any appeals process. The college may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment. The college acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.

- Any substantiated complaint will be acted upon. All complaints and appeals will be recorded in detail including the outcome of each stage.
- A complaint can be forwarded directly to the Administration desk/Front desk to be passed to the Compliance Manager to allocate the staff to investigate.
- CBC will not report a student for unsatisfactory progress or attendance until the student has been allowed to access our internal and ONE external complaints and appeals process Refer Overseas Student Visa Requirements - Monitoring Course Progress and Attendance policy and procedure.
- CBC will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.
- For appeals on the college 's decision to defer, suspend or cancel a student's enrolment, the college only needs to wait until the internal complaints/appeals process is completed (if in favour of the college) to notify DET/DHA via PRISMS.

Please refer to full policy – [Complaints and Appeals Policy](#)

## ACADEMIC COMPLAINTS / APPEALS

- Complaints/appeals against **academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.**
- Assessment will be reviewed having due regard to submissions made by the participant.
- An independent facilitator/trainer will be assigned to assess the complaint.

## STUDENT PLAGIARISM, CHEATING AND COLLUSION

CBC has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

## ASSESSMENT ARRANGEMENTS

At the beginning of each unit, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Your assessor will go through all of the arrangements with you and you can ask them any questions you have.

## MONITORING COURSE PROGRESS

The ESOS framework and Department of Home Affairs (DHA) visa conditions require that students maintain satisfactory academic progress in their course.

Unsatisfactory progress for VET courses is defined by Choice Business College (CBC) as not successfully completing or demonstrating competence in at least 50% of the course requirements in a study period – 10 study weeks.

CBC advises the course and study requirements of each study period clearly to students on commencement. Any variations are advised to students in writing as soon as they are known.

Trainers/Teachers will discuss any concerns with students and offer assistance as they arise to help prevent students falling behind in their course progress.

Trainers/Teachers will constantly monitor the progress of students and report any concerns to the Academic Manager/CEO as soon as identified.

Any student that fails a unit of competency in their course may be considered **'at risk'** to not complete the course in the expected duration and intervention strategies commenced at any point, if approved by the Academic Manager/Director of Studies.

Students are notified in writing as soon as it is identified they are 'at risk' to not achieve satisfactory course progress (less than 50% of course requirements) (Warning Letter 1) during a study period. Student will be invited to meet with the trainer/student support/ director of studies to discuss intervention/support strategies.

Should students continue to not meet satisfactory course progress they will be notified in writing as soon as it is identified they are 'at high risk' to not achieve satisfactory course progress (less than 50% of course requirements) (Warning Letter 2). Students will be required to meet with a trainer/teacher/academic manager/director of studies to discuss what action/intervention strategies are to be taken.

Students who are identified as having unsatisfactory course progress over two consecutive study periods will be reported to DHA for unsatisfactory course progress. Students in this instance will be issued with an Intention to Report Letter for not making satisfactory progress outlining to them they have 20 working days to access the CBC's complaints and appeals process. All records will be kept on student files.

### For students enrolled in ELICOS:

- A full (END OF COURSE) assessment of student progress will take place at the end of each study period.
- A progress (MID-COURSE) assessment of students' performance will take place at the mid-point of each study period. As a guideline, teachers should categorise such students as follows:
  - Aggregate marks 55-60% - Class level counselling required
  - Aggregate marks below 55% - initiation of Intervention strategy

- A student will be deemed to have achieved satisfactory course progress at the end of each study period if he or she has participated regularly during classes, completed all scheduled course assignments, tests and activities and has demonstrated improved language skills.
- The Director of Studies will review the overall progress of all students in the ELICOS program. If a student has been identified as being at risk of failing to demonstrate satisfactory course progress, there must be documentary evidence of this (e.g. repeated failure of the same level course, poor attendance records, samples of the student's work, written reports on participation and homework etc.) and then the intervention strategy will be implemented.

Please refer to full policy - [Overseas Student Visa Requirements Policy and Procedure](#)

## MONITORING COURSE ATTENDANCE - ELICOS

This policy is only applicable to students who are enrolled in English language intensive courses for overseas students (ELICOS) at Choice Business College (CBC).

This document provides procedures to ensure the attendance of all ELICOS students is recorded and that these attendance records are monitored. This allows for early detection of a student's poor attendance and enables CBC to provide the student an opportunity to rectify their situation before being reported for breaching attendance requirements.

Students should attend all classes (100%) of their course to gain optimum learning. All ELICOS courses are delivered face-to-face for a minimum of 20 hours per week.

**All International ELICOS students must maintain a minimum of 80% projected attendance rate** for their course duration (total scheduled contact hours) to avoid being reported to the Department of Home Affairs (DHA).

All student attendance records shall be regularly monitored against this requirement as described below.

All staff are made aware of the requirements of this policy and procedure and related attendance requirements through the CBC Staff Induction process and ongoing professional development activities.

Students are made aware of attendance requirements through a variety of methods such as: Pre-enrolment information provided to students; Student Orientation undertaken on commencement; And throughout the course where students are identified as being at risk of not meeting the required attendance requirements.

Students must contact the College every time they will be absent prior to the regular class time, via email, phone or SMS to a member of staff.

Students who do not advise the College of absences will be contacted/counselled by the Student Support Officer or another staff member.

Student attendance is monitored daily by trainers. Student absences are tracked and monitored at the end of each week.

All absences due to illness should be accompanied by a medical certificate that states the student was unable to attend classes.

**Note:** *The College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.*

Any absences for five (5) consecutive days without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- Student Support Officer will counsel student on the importance of notifying the College when absent.
- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (eg police, DHA, next of kin)

### **Responsibility**

The Director of Studies of ELICOS is responsible for the implementation of this policy and for ensuring that staff and students are aware of its application and procedures.

### **Recording Student Attendance**

*Before the course begins:*

- the Director of Studies will produce a formal class attendance roll for each class, including contact hours and names of all enrolled students, and
- teachers will receive a class attendance roll (either in hard or electronic copy) for the courses they teach.

Teachers will ensure that the attendance roll is completed at the beginning of each class as specified in the official timetable. At the designated class start time the teacher will mark the roll.

Student attendance is monitored each and every hourly session of scheduled class time using the class attendance roll. This sheet is broken down into 4 or 5 x 1-hour sessions and requires an indication of attendance in every session.

A symbol shall be placed in the box beside each student's name to indicate their attendance.

**Absence:** Besides not attending class, any student who arrives over 15 minutes late to a scheduled study session will be marked absent for that session. Students who leave a study session for extended periods of time during a scheduled study session will also be marked as absent

**Lateness:** A student who arrives less than 15 mins late to one study session in the week will not be deducted attendance hours. However, a student who arrives late to any subsequent study session in that week (without a valid reason) will be marked absent from each of those sessions.

The following symbols are to be used in recording a student's attendance:

**P** = Present for entire session

**L** – Less than 15 minutes late for a study session.

**A** – Absent for an entire session

The ELICOS teacher will be required to sign the attendance record at the end of each session and confirm the accuracy for the recorded attendance of each student. The Student Attendance

Record is to be submitted to Student Administration at the end of each day.

All attendance shall be recorded in a spreadsheet which records each student's attendance and calculates the projected attendance of each student if they were to attend all remaining classes.

At the end of each week, attendance data will be input into a spreadsheet by the teacher, senior teacher, Director of Studies or administration staff.

### **Monitoring Student Attendance**

The projected attendance will be monitored each week to ensure students are given every opportunity to rectify a poor attendance record and prevent reporting procedures being implemented.

Calculation of attendance will be made on each Monday of the course starting from Week 2. If a student is absent for five (5) consecutive days without approval, the teacher will notify the Director of Studies/ Student Support Officer. The Director of Studies/ Student Support Officer will contact the student to check that they are safe and if necessary warn the student of their attendance obligations. The Director of Studies will request a meeting with the student, and keep a written record of this meeting.

On a weekly basis, the Director of Studies, senior teacher or administration staff will advise Student Support Officer of any student/s who need to be sent a notification.

Student Support Officer will notify the student by email of their low attendance and that they are at risk of failing the course and breaching their student visa.

Students will be sent two warning letters/emails. The **first warning** will be sent when **projected course attendance falls below 90%**. The **second warning** will be sent when **projected course attendance falls below 85%**.

On the occasion of each warning sent to the student, the Director of Studies or senior teacher will meet with the student to discuss their attendance record and establish a plan to ensure the student's projected course attendance remains above 80%. Written records of meetings, including follow up meetings will be recorded in the student intervention plan.

Teachers, senior teachers and the Director of Studies will closely monitor students whose projected attendance is low throughout the remainder of the course. If the student's attendance continues to decline, the Director of Studies will request a meeting with the student to discuss.

**If a student's projected attendance falls below 80%**, the student will be notified in writing/email (a *Notice of Intention to Report*) of the CBC's intention to report the student's breach of course attendance to the Department of Home Affairs. Students will also be notified of their right to access the CBC's complaints and appeals process within 20 working days.

After the 20-working day period, if a student does not submit an appeal or the student's appeal is unsuccessful, the director of studies will advise CEO/Administrator to report the matter to the Department of Home Affairs (via the PRISMS website) as a course variation caused by unsatisfactory attendance.

CBC may choose not to report a student for attending less than 80% where all of the conditions below are met:

- the student produces documentary evidence demonstrating that compassionate or compelling circumstances apply, and
- the student has attended at least 70% of the scheduled course contact hours.

In all other circumstances if the student's attendance drops below 80%, CBC must report the student for breach of course attendance to the Department of Home Affairs.

#### **OTHER IMPORTANT POLICIES AND PROCEDURES:**

- Summary of Critical Incidents Policy and Procedure
- Overseas Student Transfers Policy and Procedure
- Overseas Student Visa Requirements Policy and Procedure
- Deferring Suspending or Cancelling the Overseas Student's Enrolment Policy and Procedure
- Overseas Student Support Services Policy and Procedure
- Complaints and Appeals Policy and Procedure

*All the above policies including the international student handbook can be viewed /  
downloaded by visiting the link*

<http://cbc.edu.au/policies-procedures/>

## Important Telephone Numbers

### General Contact Details

Phone: +61 2 9630 6999

### PEO/CEO

Name: Simon Peppercorn

Email: [simon@cbc.edu.au](mailto:simon@cbc.edu.au)

Phone: 0421 117 359

### Student Services Officer (Gold Coast)

Name: Ana Gonzalez

Email: [info.gc@cbc.edu.au](mailto:info.gc@cbc.edu.au)

Phone: (07) 5532 3212

### Student Services Officer (Sydney)

Name: Sophia Xu

Email: [info.syd@cbc.edu.au](mailto:info.syd@cbc.edu.au)

Phone: (02) 9630 6999

### Student Services Officer (Parramatta)

Name: Janet Wan

Email: [info@cbc.edu.au](mailto:info@cbc.edu.au)

Phone: (02) 9630 6999

### Student Services Officer (Melbourne)

Name: Cecily Chen

Email: [info.mel@cbc.edu.au](mailto:info.mel@cbc.edu.au)

Phone: (03) 9670 0656

**IN THE CASE OF EMERGENCY DIAL 000**



## STUDENT DECLARATION

**STUDENTS NOTE: You are required to return a signed copy of this page to Choice Business College with your enrolment application.**

**(From International Student Handbook Version 5.5, September 2018)**

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- Completing the course within the duration specific on the CoE
- **Maintaining** satisfactory attendance and academic progress
- **Maintaining** approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with my principal education provider for 6 calendar months, unless issued a letter of release from a provider to attend another institution
- Notify my training provider of my Australian address and any subsequent changes of address, phone, or email within 7 days.
- I am only allowed to work up to 40 hours per fortnight during school study periods.
- I have been provided in plain English with information regarding –
  - 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
  - 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
  - course duration and holiday breaks
  - the course qualification, award or other outcomes
  - campus locations and facilities, equipment and learning resources available to students
  - the details of any arrangements with another provider, person or business who will provide the course or part of the course
  - 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
  - the grounds on which the overseas student’s enrolment may be deferred, suspended or cancelled
  - the ESOS framework, including official Australian Government material or links to this material online
  - where relevant, 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)
  - accommodation options and indicative costs of living in Australia

**I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, visa conditions and policies** outlined in this handbook and the links provided.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

Name (please print): \_\_\_\_\_

**Education Agent CANNOT sign on behalf of the student**