

Cambridge College International

Waterfall Investments Pty Ltd t/a Cambridge College International

ABN: 49 001 124 152

National Provider No. 90069 CRICOS Registration No. 00159K

Levels 5-10, 140 Elizabeth Street, SYDNEY NSW 2000, AUSTRALIA

Ph: (02) 9290 1400

Fax: (02) 9012 0654

Email: admin@cci.nsw.edu.au

Web: www.cci.nsw.edu.au



ELICOS INTERNATIONAL STUDENT HANDBOOK

V2018.2

School Location

Cambridge College International (the College) is located in the centre of Sydney, close to shopping and entertainment attractions. The Sydney Opera House and Darling Harbour are just a walk away, as well as parks, cafes, shopping centres, libraries, sports facilities and Chinatown. Travelling to the College is easy from most places in Sydney. Train, bus and ferry stops are close by.

Cambridge College International ELICOS Address:

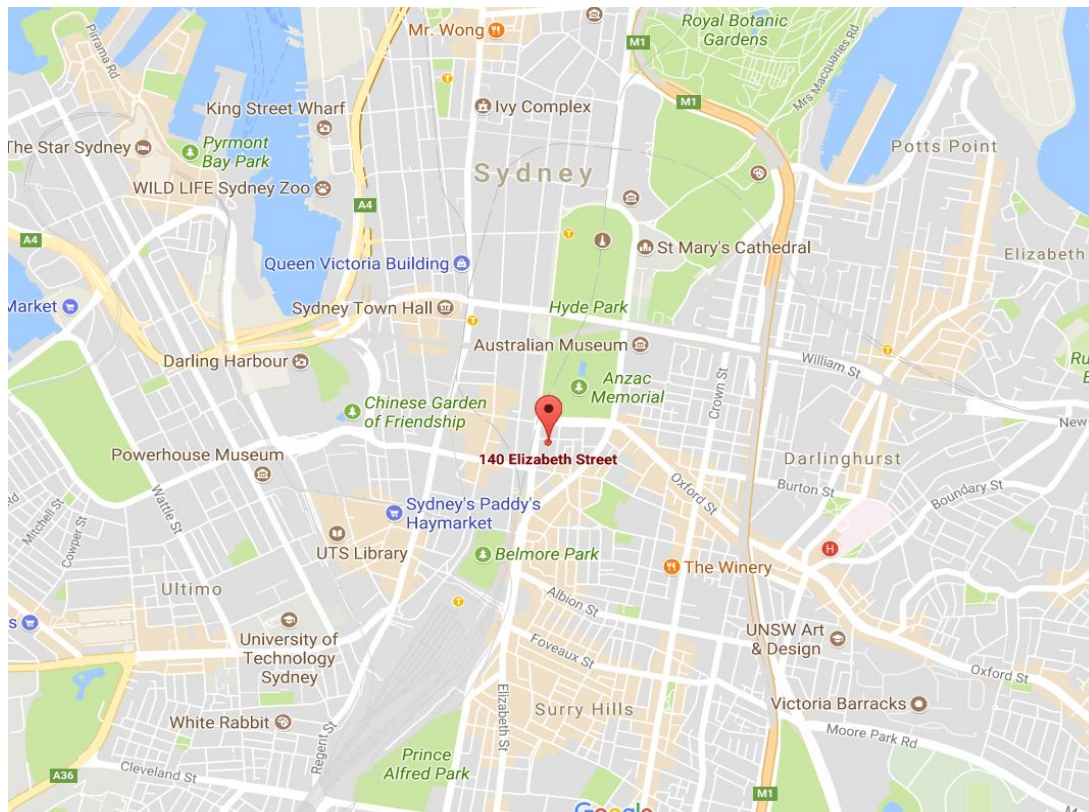
Levels 5-8, 140 Elizabeth Street

Sydney NSW 2000

Ph: 02 9290 1400

Email: info@cci.nsw.edu.au

(Note: English courses orientation day occurs as per Intake dates at this address).



All new students are required to attend an orientation session at the beginning of their course.

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INTRODUCTION



Pledge

We enrich the lives of people. We provide learning in a fun, caring and responsive environment. This opens a world of opportunity for our students.

Promise

We are responsive and we care.

Core Values

Empathy, Commitment, Integrity, Fun & Teamwork.

College Facilities



Our **classrooms** are modern, air-conditioned, have good lighting and are insulated against outside noise and noise from other classes.

They are fitted with sufficient power points and furniture for both teachers and students.

General facilities for students include:

- modern classrooms
- library
- common area including computers
- kitchenette
- break out area
- translating services
- care and counselling
- social programs
- accommodation options
- free Wi-Fi



School Facilities and Equipment

Facilities and equipment are checked and managed regularly. Students have access to assessment facilities, materials and equipment. Training facilities include:

- air-conditioning and lighting
- facilities for coffee and lunch breaks
- toilet facilities

- computers for students
- free wireless internet
- student lounge and lunch area



No Smoking Policy

Smoking is not allowed anywhere on campus. DO NOT Smoke in the area on the ground level, move well away from the entrance. **Note that smoking is only permitted outside the building.** Make sure that if you are smoking outside, that you check for any signs around you, as you are not able to smoke in some areas in the centre Sydney, and that penalties may apply.

Emergency Instructions

- Please check the **evacuation diagram** in your classroom.
- In case of an emergency, please listen to your teachers and follow them to the fire exit door.
- **Fire exit doors** are located near the lifts and can be used only in emergency.
- Never use lifts in case of fire.

Class Times for English Courses

Morning classes (Monday -Thursday)

8.45am - 2.30pm. There is a 15 minute break and a 30 minute break for lunch.

Evening classes (Monday - Friday)

4.00pm - 8.30pm. There is a 30 minute break.



Student ID Cards

- Students will receive their student **ID card** within **one week** after enrolment (as long as the Student Services Officer has been given one passport size photos on orientation day)
- ID cards may be used as proof of identity
- Students are not able to use student ID for discounts on public transport fares. International students must pay the full fare.
- Students must carry their ID cards at all times while on College premises for security reasons

Student Services

Student Services Officers are the main point of contact during your course.

On the first day at College, you will have an orientation session and be given this Student handbook. The book has information that will help you and answer questions you may have about your course and living in Sydney.

The Student Services Officer provides the following assistance for students:

- **orientation** sessions (for English courses every Friday at 9.30 a.m. and 1:30 p.m)
- **documents and correspondence** needed (Confirmation of Enrolment Letters, Attendance letters, Certificates, student tuition fees and invoices)



- student ID cards
- BUPA – overseas student health cover information
- student events
- general enquiries (questions)



Student Responsibilities

- try your best
- come to class on time and listen to your teachers
- be respectful and well-behaved
- do not cheat
- be safe at school and follow all safety rules
- do not offend or embarrass others
- if you are absent from class it is your responsibility to complete any work on your own
- respect the college facilities and resources by taking care of them when you are using them
- use clean computer disks so that no viruses are transferred
- be prepared for each lesson with a notebook and pen
- give the college up-to-date information about your address and contact number
- dress appropriately, wear shoes and take off hats when in class
- **come to 80% of classes**
- bad behaviour from students including; theft, sexual harassment, not following instructions from staff members, and stopping others from learning, will not be accepted and the student will be taken to the Academic Manager/Director of Studies who will take further action

As a student at the College you have the right to enjoy a safe and supportive environment without harassment or discrimination.

 <p>DO</p>	 <p>DO NOT</p>
<ul style="list-style-type: none"> • come to class (more than 80% of classes for your course) • respect your teacher and classmates • listen and work in class • speak English • bring pen and paper to class • work hard • follow school rules 	<ul style="list-style-type: none"> • turn on mobile phones in class • eat or drink in classrooms • smoke in the building • behave badly • cheat on tests

Security

- Please do not leave your own belongings or college materials unattended.
- Carry your purse or wallet with you at all times.
- Please read Safety Tips.

Accommodation and Living

Expenses



A single international student (without a spouse or partner) living in Sydney requires approximately **\$18,000-\$21,000** Australian dollars **for living expenses each year** (Australian Education

International). Note: This figure does not include tuition fees. Please visit the Department of Home Affairs (IMMIGRATION DEPARTMENT) website for more information:

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

Remember that your cost of living in Sydney will change depending on your lifestyle. For example, eating out at restaurants all the time will increase your living costs a lot, as will driving a car (you will have to pay for petrol, registration, maintenance and insurance, as well as the car itself).

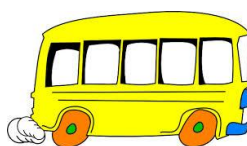
Suggested weekly budget (For more information please visit Study in Australia www.studyinaustralia.gov.au/en/study-costs/living/living-costs-in-australia).



Accommodation options

- **hostels and Guesthouses** - \$80 to \$135 per week
- **shared Rental** - \$70 to \$250 per week
- **rental** - \$100 to \$400 per week
- **groceries and eating out** - \$80 to \$200 per week
- **gas and or electricity** - \$60 to \$100 per week
- **car (after purchase)** - \$150 to \$250 per week
- **entertainment** - \$50 to \$100 per week
- **phone and Internet** - \$20 to \$50 per week
- **public transport** - \$10 to \$50 per week

Transport



In Sydney, there are many ways you can get around the city. We have trains, buses, ferries and light rail.

For more information please visit the Sydney Transport website
<http://www.transportnsw.info/en/tickets/index.page>.

Also, the **electronic ticketing** system, **Opal**, is an easy, convenient and fast way of travelling on all transport - **trains, buses, ferries** and light rail - on the the public transport network in Sydney, Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands. For more information please visit the Opal website
<https://www.opal.com.au/> .



Accommodation Options for Students

Homestay – our homestay services provide an opportunity to stay **with an Australian family** and experience the Australian culture and lifestyle. If you would like to stay in a homestay, we ask that you fill out an accommodation form. We need to know at least 4 weeks before your arrival date in order to to arrange it. The minimum stay is 4 weeks; for homestay fees, please refer to our pricelist. Fees include: meals, laundry, your own room and a student desk.



Hostel accommodation is a popular option for international students, especially in the first months of their arrival. A small, furnished room is provided with access to a shared bathroom, laundry, lounge and recreational activities. Some hostels also provide computer access. You should visit more than one before making a decision. Many hostels are privately run and come under the Rooming House Act. If you sign a lease, you are protected by the Residential Tenancies Act.



Apartment/flat rentals can range in cost and condition. Before making long term plans, make sure you are familiar with the suburb or area. Before you sign a lease agreement, you should organise short term accommodation, so that you can decide where you want to live.



Banking



It is recommended that you **open a bank account** soon after arriving. Banks in Australia provide savings and cheque accounts, and a range of other financial services including: personal loans, bank drafts and transfer of funds. Exchanging foreign currencies and buying foreign currencies can also be completed at banks. Travellers cheques can be cashed at banks, but you will need to show your passport for identification.

Commonwealth Bank (CBA)
254 George Street Sydney 2000
www.commbank.com.au

Westpac Bank
341 George Street Sydney 2000
www.westpac.com.au

ANZ Bank
205 Castlereagh Street Sydney 2000
www.anz.com.au

St George Bank
182 George Street Sydney 2000
www.stgeorge.com.au

Opening a Bank Account



If you have been in Australia for **less than six weeks**, your **passport** will be satisfactory as identification to open a bank account. If you have been in Australia for more than six weeks, you will need some further identification such as your student identity card. Before choosing a bank and a specific account, you should look at interest rates, bank fees, etc. Some banks provide student accounts where only government fees are charged.

Most students open an account that has access to an Automated Teller Machine (ATM) via an access card. Cash is then accessible 24 hours a day, seven days a week. Most supermarkets and shopping places have facilities to buy goods with your ATM card, also known as EFTPOS facilities.

Banking Hours

Banking hours can change at times, but these are the general banking hours of most banks:

Monday to Thursday: 9.00am to 4.00pm,
Friday: 9.00am to 5.00pm,

Saturday and Sunday closed.

Some banks may open Saturday mornings.

Places of Worship



There is **freedom of religion** in Australia. Most of the world religions are present in Sydney and have their own places of worship. These can be found in the **Sydney White Pages**, listed alphabetically.

The majority of Australians are Christian, the three largest denominations being Anglican, Roman Catholic and Uniting Church. Smaller Christian denominations include Lutheran, Jehovah's Witness, Seventh Day Adventist and Baptist. Other major religions with followers in Australia include Judaism, Islam, Buddhism, Hinduism and Taoism.

Emergency, Health Services and Useful Numbers

Cambridge College International Student Services Officers	02 9290 1400
Cambridge College Head Office	02 9211 1113
Department of Home Affairs	131881
Domestic Violence Line (24 hours)	1800 656 463
Health Services Australia (Medical Examination)	02 83960600
Kids Help Line	1800 551 800
Lifeline Counselling Service (Telephone Counselling)	131114
Police, Ambulance, Fire	000
Privacy Hotline	1300 363 992
Public Transport Information Line (Timetables, etc)	131 500
Smoking Quit Line	131 848
Telephone Directory Assistance	12455
Translating and Interpreting Service (24 hours)	131 450
BUPA helpline	1800 888 942
Health Services Australia (Medical Examination) BUPA	1300 794 919

Counselling and Mental Health Services available 24 hours **Telephone Counselling Services:**

Lifeline	131114
Salvo Care Line	1300 36 36 22
International Student Emergency Line	1800 814 781

Specialist and Welfare Telephone Services available 24 hours

Domestic Violence Service	1800 656 463
NSW Rape Crisis	1800 424 017
Women's and Girls Emergency Centre	02 9319 4088
Poisons Information Service	13 11 26

Community Services

ARAFMI (Assoc. of Relatives & Friends of the Mentally Ill)	1800 655 198
Abortion Grief Counselling	1300 363 550
Abortion Trauma & Crisis Pregnancy Help	1300 737 732
Alcohol & Drug Information Service	08 9370 0333
G-Line (Gambling Counselling)	1800 858 858
Men's Line Australia	1300 789 978
Mission Australia Helpline	1800 888 868
Pregnancy Help Line	1800 795 304

Legal

Legal Aid, NSW 1300 888 529
Ombudsman's Office of NSW 02 9286 1000

Housing

Tenants Union of NSW Hotline 1300 888 529
Youth Emergency Accommodation Line (recorded info) 02 9698 5833

Money & Credit

Credit Helpline 1300 781 767
Centrelink Youth & Students Line 132 468



Medical Assistance

Listed below are some contact details for **medical centres**, opticians and dentists that are located near the College.

Medical Centre

Macquarie Street Medical Centre - Your Health
Level 1, Macquarie Chambers/183 Macquarie Street, Sydney NSW
2000
Tel: (02) 9232 3323

Town Hall Clinic

Level 1, 50 York Street Sydney
Tel: 9299 464



Working in Australia

- **The student visa lets a student work up to 40 hours per fortnight during the study period and students can work unlimited hours during College term breaks.**

Australia provides good opportunities for part-time and casual work. Rates of wages may range from \$18 to \$20 Australian dollars per hour for casual work depending on the job.

If you received your student visa after 26 April 2008, you will have permission to work. You don't need to apply for it. The College will let the Immigration Department know that you have started your course. This will be done within one week of your start date. **Student visa holders have conditions placed on the amount of hours they are allowed to work.**

In order to work in Australia you need to have a Tax File Number. For a Tax file number you should apply online at www.ato.gov.au.



Information on Sydney

Listed below are some useful websites with **information about Sydney:**

Discover Sydney - <http://www.discoverSydney.com.au/>

Sydney City Search - <http://Sydney.citysearch.com.au/>

Official City of Sydney Site - <http://www.cityofsydney.nsw.gov.au/>

Lonely Planet - www.lonelyplanet.com/destinations/australasia/sydney

Sydney Post - www.sydneypost.com

Sydney Morning Herald - www.smh.com.au

Sydney Transport - www.sydneytransport.net.au

Bureau of Meteorology - <http://www.bom.gov.au/>

Orientation

- All students must attend an orientation program before starting their course.

Students must **contact the college** if they are not able to start their course on the proposed starting date, and must contact the college as soon as possible if there are any changes to these dates. The Education Services for Overseas Students Act 2000 (ESOS Act), states that if a student has not begun their studies or made contact with the college by the proposed start date, he/she will be **reported to the Immigration Department** via PRISMS within **fourteen (14) working days** of the proposed start date.

Orientation and Induction Procedures

On orientation, a member of staff will discuss all the items that are listed below and make sure you understand them. This will make your entry into the college comfortable and give you a better understanding of the College policies, and your rights and responsibilities. On Orientation Day, you will be instructed on:

- changes of address
- allocation to classes
- appeals and complaints
- attendance
- changing classes / courses (at an extra cost)
- class timetable
- documents – ID photos - copies of passport pages
- explanation of basic requirements
- leave - medical and other leave
- new Student Information forms
- work health and safety procedures and evacuation procedures
- payments
- student handbook
- tour of College

- use of the Internet
- all students will have a placement test to find their correct level of English

Orientation takes place on Fridays at 9.30am and 2.00pm.

Orientation

- **Come to orientation on Fridays at 9.30am** (morning students) and 2.00pm (evening students)
- Contact the school if your start date changes
- **Student visa holders** have 14 days to enrol after the start date

Student Protection and Rights in Australia

ESOS Framework

The College gives you quality education and helps **protect your rights**. The Australian Government assists overseas students in Australia, so that they can have a safe, enjoyable and rewarding place to study. Australia's laws encourage quality education and protection for overseas students. These laws are known as the ESOS framework and they include the Education Service for Overseas Students (ESOS) Act 2000 and the National Code. Please see the link below for more information:

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

Protection for Overseas Students

As an overseas student on a student visa, you must study with an education provider, and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

Please see the link below for more information: <http://cricos.deewr.gov.au>. CRICOS registration promises that the course and the education provider where you study, meet the high standards for overseas students. **Please check carefully the details of your course - including location - match the information on CRICOS.**

Your Rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and correct information about the courses, fees, structure of study and other information from your provider and your provider's agent
- your right to sign a written agreement with your provider before you pay fees or before services are provided, be given information about refunds of course money, and to be given a copy of your written agreement
- your rights to get the education you paid for, to have protection that will allow you to receive a refund or be placed in another course if your provider is unable to offer your course
- **your rights to know:**
 - **how to use your provider's student support services**
 - **who the contact officer is for overseas students**
 - **if you can apply for course credit**
 - **when your enrolment can be deferred, suspended or cancelled**

- what your provider's requirements are for satisfactory progress in the courses you study
- if attendance is monitored for those courses
- what will happen if you change providers
- how to use your provider's complaints and appeals process

Your Responsibilities

As an overseas student on a **student visa**, you have a responsibility to:

- meet and satisfy your student visa conditions
- make sure your Overseas Student Health Cover (OSHC) is in use for the period of your stay
- meet the conditions of the written agreement with your provider
- tell your provider if you change your address
- to have satisfactory course progress
- if attendance is recorded for your course, follow your provider's attendance policy
- if you are under 18, have approved accommodation, support and general welfare arrangements

Your obligations as a student at the College include attendance requirements.

Student's protection and rights in Australia

- We have laws in Australia to protect your rights as an overseas student
- You need to understand your rights and responsibilities as an international student on a student visa

Health Insurance for Overseas Students



Overseas Student Health Cover

- **All international visitors to Australia who have a student visa must have Overseas Student Health Cover (OSHC).** Students are covered by their OSHC provider from the day they arrive in Australia until the end date of their visa.

The College forwards payment and the application for health insurance for new students who have asked for this service to BUPA. For policy information, please see: <http://www.bupa.com.au/health-insurance/cover/oshc>.

BUPA takes 4 weeks to process applications, the college will contact you when your health card is ready. If you have any health problems before receiving your card, you are still covered, when you go to the doctor and pay for your consultation, you must ask for a receipt and BUPA will give back your money provided you produce the receipt. Please remember that you are covered from the day you arrive in Australia (even though you may not have your card).

OSHC - Health Insurance for International Students

- **If you have a student visa, you must have health insurance (OSHC)**
- **You can order health insurance with the school**
- **You are covered if you need health care before your card is ready to pick up at school**

Claiming with BUPA



Claiming for your services

When you have treatment or make a purchase (for example, a new pair of glasses), the next step is to make a claim on your health insurance.

Your options are:

On-the-spot health insurance claims



Electronic claiming is the fastest way to make your medical insurance claims. Around 20,000 dentists, physiotherapists, chiropractors, podiatrists, naturopaths, remedial massages therapists, acupuncturists, exercise physiologists and optical outlets around Australia provide this service. **After your treatment, swipe your membership card and the claim will be processed.** There are no forms for you to complete and you will only pay the balance of the account.

How to make a claim online



Simply log into myBupa and enter the details found on your receipt via the 'claim online' section. We will transfer the payment directly to your bank account.

*Not available for medical insurance claims on ambulance, health aids and appliances, orthodontics, travel and accommodation, pharmacy or medical claims.

How to make a claim by post



Fill out a **claim form**, attach **your invoice** and receipt and post to:

Bupa Reply Paid 990 Adelaide SA 5001

and we will make the payment by EFT or cheque.

If you haven't provided your EFT details on the claim form, then a cheque will be sent to you.

Where there is an unpaid amount the cheque will be made out to you but you may still need to settle any outstanding amount with your provider.

Your statement of benefit will be sent to you in the mail.

How to make a claim for your hospital expenses

Use one of Bupa's Network Hospitals and you might not even see a bill. The bill will be sent to us by the hospital so we can take care of the finances. If you do receive **a bill from the hospital**, just **send it to us** with a claim form from your local Bupa centre or download one from mybupa.com.au

All hospital statement of benefits are issued on a weekly basis.

How to make a claim for medical expenses

How you claim your medical expenses whilst you are a patient in hospital (for example, your specialist/doctors' fee) depends on if your doctor uses Bupa's Gap Cover Scheme. If they do, they will bill us. We will take care of the fees. 100% of the payment will be paid directly to the medical provider.

- **When your doctor uses Bupa's Gap Cover Scheme, no cheques are sent to you.**

If your doctor doesn't use Bupa's Gap Cover Scheme, they may send you a bill for their services. You can then take it to Medicare and then Bupa for payment.

If you take your claim to a Medicare office, Medicare will pay 75% of the Medicare Benefits Schedule Fee. You then need to take your

claim to a Bupa centre where the remaining 25% of the Medicare Benefits Schedule Fee is then paid.

If you don't have time to visit Medicare, you can use a two-way claim form. When you complete one of these forms, Medicare will forward your claim directly on to Bupa on your behalf. Both Medicare and Bupa will send you a benefit.

Important Information for Student Visa Holders

Student Visa Requirements

All students should be aware of the following student visa requirements:

- students must study a full-time course with a minimum of 20 hours per week
- English students must attend a minimum of **80%** of all scheduled classes for each term
- all students must provide **correct contact details** (including address, mobile number and email) to the college. All students must **update their contact details** and give them to the college within seven days, if there are any changes to be made about personal contact details. Under the Education Services for Overseas Students Act 2000 (ESOS Act), the college will contact students regularly in order to verify contact details
- students who have work rights on their visa can **work up to 40 hours per fortnight** during the course and unlimited hours during holidays

- International students have the same rights at work as other workers in Australia and they are entitled to minimum pay rates, being paid money not goods (e.g. food, clothing, etc.)

The Fairwork Ombudsman provides free information about rights at work. <https://www.fairwork.gov.au/>

Student Visa Holders Requirements

- Students study for 20 hours per week
- English student must attend 80% of classes
- Students must give current and correct information about contact details (address in Australia, email, phone number)
- If current details change, students must fill out the college's Student Details Update Form and return it to reception

Where do I go if I have a question about something



Concern	Who?	How?
Policies and procedures that affect you	Student Services Officers (SSO)	Level 5, 140 Elizabeth Street Sydney 2000 Tel: 02 92920 1400 Email: info@cci.nsw.edu.au Website: www.cci.nsw.edu.au
Your ESOS rights and responsibilities	Department of Education and Training	In Australia tel.: 1300 566 046 Website: https://education.gov.au/

Your VISA concerns	Department of Home Affairs	26 Lee Street, Sydney NSW 2000 In Australia tel.: 131 881 Website: www.homeaffairs.gov.au Contact the Immigration Department office in your country
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Medical Problems

If you can't attend college because you are sick:

- **You must get a medical certificate from a doctor; this document will give the reason for your illness and the dates you are not able to attend college.**
- **You must take this certificate to your Student Services Officer who will copy it and keep it in your student file.**

We will record the details on our student database. You will still be marked 'absent' but it will be taken into consideration by Immigration Department if your attendance falls below 80%. You should **keep the original copy** as the Department of Immigration may wish to see it.

Medical Problems

- **If you cannot attend college because you are sick, you must get a medical certificate from a doctor**
- **You must take the medical certificate to your Student Services Officer**

Attendance Policy

The class roll is a record of attendance which records your time in class.

Attendance is recorded on the roll at every lesson for 20 hours per week. If you have a student visa, you are required to have an attendance rate of 80% over the duration of your studies.

If you fall below 80 percent, in attendance, for the duration of your Confirmation of Enrolment (CoE), the college may report you to the Department of Immigration).

You must contact the College if you are sick and unable to attend classes. You should go to a qualified medical doctor (ie. a registered General Practitioner), and ask for a Medical Certificate.

An absence of 2 days or more needs to be supported by a Medical Certificate.

If you are absent for 2 days in a row, you can expect the SSO to contact you by phone to find out the reason for your absence or low attendance and to see what the College can do to assist (e.g. an appointment with the College counsellor).

Attendance Policy

- You have 20 hours per week of study
- You must come to 80% of classes
- If you cannot come to class you must contact the College
- If you are sick and cannot come to class you must go to a GP (General Practitioner/doctor and get a medical certificate)

Attendance Warning Letters

- *1st warning letter*

Once your attendance has **dropped to 90%** (i.e. you have missed 10% of the course for the study period) a warning letter will be sent to you by the Student Services Officer.

- *2nd warning letter*

Once your attendance has **dropped to 85%**, a warning letter will be sent to you by the Student Services Officer. The Student Services Officer will contact the Academic Manager/Director of Studies and look further into the reasons which caused your low attendance.

If this does not work, and your attendance drops below 80%, you will receive a final letter of the college's intention to report you for not having satisfactory attendance.

- *ITR letter (intention to report letter)*

The written letter will also inform you that you have 20 working days after receiving the notice to lodge an appeal.

It is important to remember **you must have documents as evidence to support your appeal.**

If you do not appeal in 20 working days, or the process is finished and a decision supporting the college is made, the college will report you.

A notification letter will be sent to you. You should be aware that the Immigration Department may cancel your visa if the college is not satisfied with your attendance.

The college may choose **not** to report you for attending less than 80% if:

- there are documents given in as **evidence** to show **compassionate** or compelling reasons
- you are attending **at least 70%** of the course which you are enrolled in, and that this works with the college's attendance policies

Compassionate or Compelling Circumstances affecting Attendance

Such examples include:

- **unexpected serious illness or death of a family member** (a medical certificate is needed)
- **you are involved in legal proceedings** for your child (a statutory declaration is needed)
- **you or a family member has an serious medical condition** and needs treatment (a medical document is needed)
- **you have been involved in legal proceedings** where the timing is beyond your control (documents are needed)
- **you have been in a natural disaster, political uprising or similar event** (documents are needed)

- **you have an accident, become seriously ill after arriving in Australia** (documents are needed)
- **delay in receiving your student visa** (documents needed)
- **you are pregnant** (documents needed)
- **you witness or are the victim of a serious crime** (supported by police or psychologists' reports)
- **other** (documents needed)

The following would NOT be considered compelling or compassionate circumstances or a critical incident:

- difficulties living in Australia or with school life
- weddings
- relationship problems
- financial problems
- feeling “depressed” about the situation where the depression is not supported by documents from a medical professional
- not able to start studying from the agreed start date because travel has not been organised

Satisfactory attendance is a student visa requirement. If your attendance falls below the required level, you will be reported and your visa may be cancelled.

If you have any questions about your **student visa** conditions, you should refer to the Immigration Department website - <http://www.homeaffairs.gov.au/> or call 131 881 for information.

Terms & Study Periods

There are no academic terms for English students. Classes are operate on a 50 week academic year with a 2-3 week break over the Christmas/New Year period.

Non-award English Courses

For English courses, if you change course and get a new Confirmation of Enrolment, or lengthen your enrolment in the current course, and getting a new Confirmation of Enrolment,

your attendance is recorded over each of the Confirmation of Enrolments, not over the whole period of your enrolment.

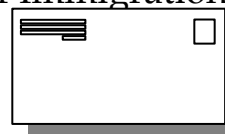
Attendance - warning letters

- 1st warning letter - attendance below 90%
- 2nd warning letter - attendance below 85%
- **ITR letter (Intention to Report Letter) is sent when attendance is below 80% and the college might report you to Department of Immigration**
- Satisfactory attendance is a student visa requirement

Student Appeals - flow chart

Have you received an **ITR letter**?
The College wants to **report** you to the Department of Immigration for **low attendance**?

But you **don't agree** with the decision.



Talk to **Student Services Officer** about an **appeal** process.

APPEAL!



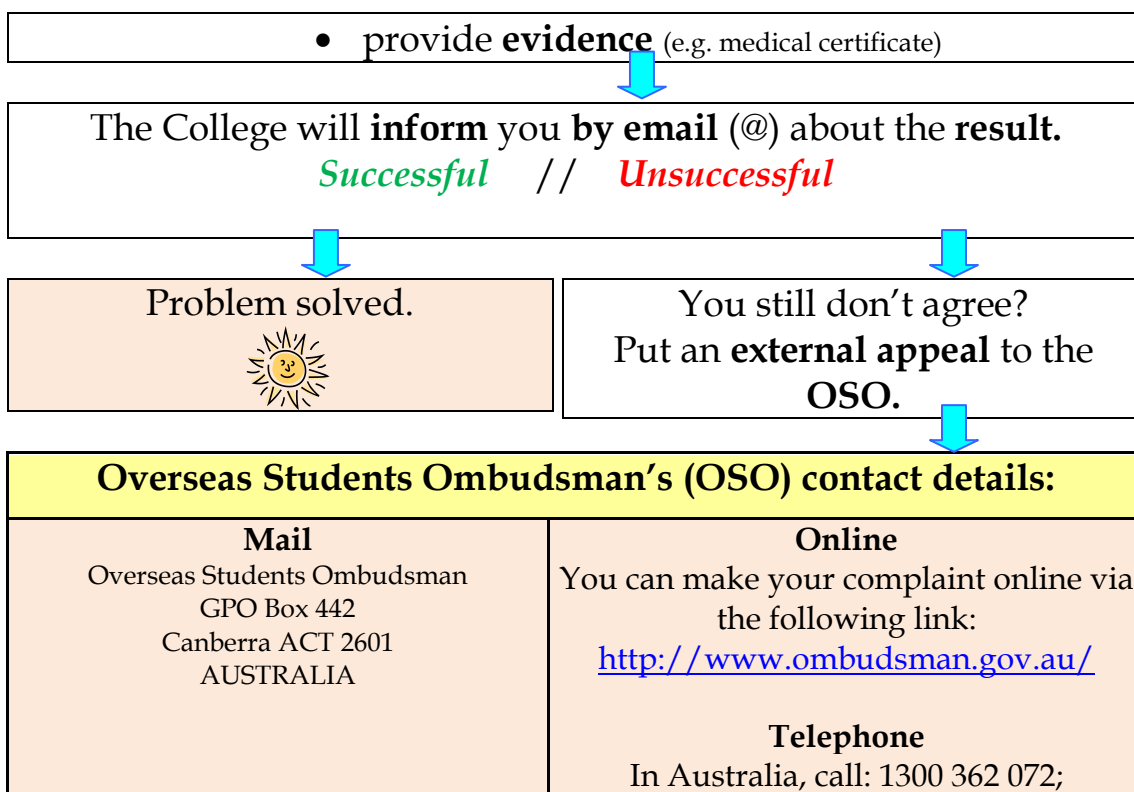
APPEAL!

Fill in an **appeal form**.



You will:

- explain **why** you were absent
- to show **compassionate** reason (a serious reason)



Counselling

Counselling is available to those studying at the College. You may want to see the counsellor for private reasons or for problems about day-to-day living.

Students can see the counsellor for many reasons. Everyone finds themselves in difficult situations at some time in their lives.

Why you may see the Counsellor

If you are having personal problems, or just want to talk about:

- your special needs
- a disability
- relationships
- family issues
- ongoing problems with anxiety, stress, shyness, depression, low self-esteem
- if you need support

The College will provide access to support services which includes counselling services to assist students. In some cases, the College counsellor may advise you to see another professional. The outside professional may have a service fee, and students may have to pay. See your Student Services Officer to learn more about counselling services that are available and to make an appointment.

Certificate for English Students



- When you finish your course, you will receive a **Statement of Attainment**. This certificate will have your name, class level, course type, duration and grade.

The grading system shows how the teacher has rated your performance for speaking, listening, reading and writing in English. You will have to sit a test during your course to receive a certificate.

Change of Class



You cannot go from one class to another without a **good reason**. If you **change class**, you must complete a Change of Class form available from the **Student Services Officer**. Students should talk

about the change with their teacher and/or Academic Manager/Director of Studies.

Change of Course



If you want to change your course, you must complete a Change of Course form which you can get from the Student Services Officer's desk. A course changing fee may apply (\$100) and you may have to pay the difference.

Change of Provider

Students on a student visa are not able to change their main college for the first six months of their course. The College may release a student in some situations. If a student wants to cancel/suspend their course at the College, a cancellation fee of \$350 may need to be paid. Please see the Enrolment Agreement for more information or contact our admissions department.

Work Health & Safety Act 2011



The College must have a safe working environment for all students and staff members. Industry Work Health and Safety conditions are available from the General Manager.

The College is not entirely responsible for safety. Each person has a responsibility to work and study safely and to follow the safety guidelines while they are studying at the college. Anyone who notices a safety problem should tell a teacher immediately so that the problem can be fixed.

Leave of Absence

Students who want to **defer, suspend or cancel enrolment** are able to if the course in which they were enrolled is unavailable, their visa is delayed or there are **compassionate or compelling circumstances**. Compassionate or compelling circumstances are usually those out of the student's control of the student and have an effect on the student's course progress or the student's well-being.

Compassionate or compelling circumstances include:

- serious injury, illness, or bereavement, supported by a medical certificate which shows that the student was or will be unable to attend classes
- major political upheaval or natural disaster in the home country, where the student needs to travel for emergency reasons and has an impact on the student's studies
- traumatic experiences such as the being a victim of, being involved in, or witnessing, a serious crime

How to Apply for Leave of Absence

To apply for leave of absence, a student must apply at least 15 working days before the required date. The student needs to complete an application form and hand this in to the Student Services Officer with evidence for the application. Tuition fees must be paid until the end date of the leave of absence. The application will be assessed by the Academic Manager/Director of Studies who may refer you to the school counsellor. The Student Services Officer will advise the student within a week of submission if the application has been approved.

If your application is approved:

If your application is approved the Department of Immigration is informed, this will prevent any problems with your visa conditions.

If your application is declined:

The student can use the internal appeals process. The Student Services Officer will explain this procedure to the student.

Cancellation and Refund Policy

Under Standard 7 of the National Code 2018, except for special circumstances, registered providers are restricted from enrolling and transferring students prior to completing the first six months of the principal course of study.

In the unlikely event that the College is unable to deliver an enrolled course in full; students will be offered a refund of all the course moneys paid to date for this course. The refund will be paid within two weeks (10 business days) of the day on which the course ceased being provided. Alternatively, students may be offered enrolment in an alternative course offered by the College at no additional cost. Students have the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If students choose placement in another course, the College will ask them to sign a document to indicate that they accept the placement.

If the College is unable to provide a refund or place students in an alternative course the Tuition Protection Scheme (TPS) will

attempt to place students in a suitable alternative course or, if this is not possible, they will be eligible for a refund as calculated by the TPS Director. Further information is to be obtained as required from the official TPS website <https://tps.gov.au/> or phone number on 02 6271 3440.

1. The Enrolment Fee, Accommodation Placement Fees and Airport Pick-Up Fees are non-refundable whether you complete your course or not.
2. A \$350 fee is payable for administering course cancellation after course commencement
3. Where a student has cancelled prior to commencement a fee of \$150 is charged for processing the refund, except in visa rejection cases.
4. An administrative charge of \$100 is made to vary an application e.g. Change of Start Date, Change of Course
5. Tuition Fees and OSHC are refunded in full if your visa application is rejected and you provide official written notification of the refusal from the Australian Government
6. Student Default: No refund will be made if a student:
 - has given false or misleading information
 - fails to comply with the conditions of enrolment at the College
 - is in breach of their visa requirements as imposed by the Australian Government
 - withdraws after the commencement date of the course

- visa application was rejected by DHA based on their finding that he/she has supplied fraudulent / misleading documents or information along with their student visa application

7. Tuition fee refund: If you give written notice of your intention to withdraw from a course

- 40 days or more before the commencement date, tuition fees will be refunded less a cancellation fee of 15%.
- more than 5 days before the commencement date, tuition fees will be refunded less a cancellation fee of 30%.
- less than 5 days before course commencement date, tuition fees will be refunded less a cancellation fee of 45%.

Refund procedures

You must complete the Refund Application Form.

Your refund will be processed within 4 weeks of receipt of your completed refund application if it includes all the required documents. A written statement will be provided to the student to explain how the refund is calculated.

8. Where 2 or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date is taken to be the start date of the first course.
9. **Commencement of the course is defined as the course start date recorded in the first Application form** submitted by the

- student or agent and not subsequent changes to the starting date.
10. All refunds will attract an administration charge of \$150.00, except for visa refusal.
 11. Course and other Fees are not transferable to another student or institution but may be transferred to another course within the College at the discretion of the College.
 12. Any approved refunds are made payable to and sent to the student or his/her agent, in the country of origin as applicable in Australian dollars.
 13. Bank charges are deducted for refunds made by bank draft or electronic transfer.
 14. Fees for services paid to education agents by students are not covered by this refund policy.
 15. This refund policy applies to all tuition fees paid to the College and includes any tuition fees paid to an education agent to be remitted to the College.
 16. All refund considerations will be strictly limited to the monies paid, which the College has received from the student as tuition fees only i.e. exclusive of all non-refundable fees and agents' commission (whether this commission was deducted before or after student payment to the College).
 17. Students are encouraged to view the College student handbook as part of their enrolment. Please refer to our website www.cci.nsw.edu.au, section Student Zone/Student Handbook

18. 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.

http://consumerlaw.gov.au/files/2015/06/ACL_framework_overview.pdf

Cancellation and Suspension by the College

The College may suspend a student for misconduct, in situations where the student

- has broken any of the College's rule
- is in breach of enrolment conditions
- is a threat to the well-being of other students or staff

If the suspension of a student's enrolment will result in the student being unable to complete the course within the course duration as it is on the CoE, the student must apply for a course extension. The student will be advised to check with the nearest Immigration Department office for information about the impact of the extension of the course on the student's visa.

Complaints and Appeals Policy and Procedure

How to make a complaint, how to deal with a complaint and how to find support.

What can a complaint be about?

- the service provided by our Student Services Officers
- your class, your level or your teacher
- a problem that you may have
- anything else that you are not happy about

Who can make a complaint?

Anyone can make a complaint, including a student, an employee or contractor in any location where the organisation's services are provided.

How can a complaint be made?

A complaint can be made by **speaking** directly with college staff or in writing. You can make a complaint by speaking to your teacher or to the Student Services Officers. If your complaint cannot be resolved by speaking to our staff you can **fill in a complaints form** and receive help. You are allowed to have a person present to support you when making the complaint. The Academic Manager/Director of Studies will give you information about the complaints and appeals processes during the orientation program. You will be given information on how to access the complaints forms.

Informal Complaint

Most problems can be resolved quickly if students speak with someone who knows how to help. You do NOT have to give your name.



Talk to someone

Formal Complaint

If the problem cannot be resolved by talking to someone a Complaints & Appeals form should be filled in and given to the Student Services Officers.



Fill in a complaints form

It is advisable that you write your name on the complaint form and sign it, but you do not have to do this. Students should be aware that, in some cases, a complaint cannot continue if it is not placed in a person's name or if you request that your identity be a secret. We will assess your complaint within 10 working days and all reasonable measures are taken to finish the process as soon as possible. If you have made a complaint you will be given a written statement of the outcome, including details and the reasons for the outcome.

The Outcome of a Complaint

It is not always possible that a student is satisfied with the outcome of a complaint. The college is under policy and legislative requirements which means that it will not always be possible to give the student the outcome they are looking for.

External Complaints or Appeals

If a student is **not satisfied with the outcome** of the complaint or appeal at the end of the internal process, the student may want to have the problem dealt with **externally**, by a dispute resolution process assisted by the Overseas Students Ombudsman. Cambridge College International does not charge any student for giving information and referring them to external support services/agencies.

Things you should know about complaining to the **Overseas Students Ombudsman (OSO)**:

- in Australia, you have the right to complain
- the Overseas Students Ombudsman's services are free

- in some cases, the Ombudsman may decide not to investigate your complaint, this might happen where another organisation can help you, or you have not spoken to your provider about your complaint
- if the Overseas Students Ombudsman decides not to investigate, they will tell you why, the Overseas Students Ombudsman may refer you to another organisation that can help
- the Ombudsman is independent and fair, if the Overseas Students Ombudsman does decide to investigate your complaint, they will contact the education provider and ask what happened.

The Overseas Students Ombudsman will treat your information with privacy and respect, and will only collect, use and disclose your personal information in relation to Australian privacy laws.

Making a Complaint Online

You can make your complaint online via the following link:

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

Telephone

You can contact the OSO by telephone, 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST). In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.

Using an interpreter

If you want to make a complaint in your language you can. Call the Translating and Interpreting Service (TIS) in Australia on 131 450, outside Australia call +613 9268 8332.

If you are deaf, hearing or sight impaired

You can contact us via the National Relay Service. Teletypewriter (TTY) users phone 133 67.. Speak and Listen users phone 1300 555 727. Internet Relay users connect to the National Relay Service

www.iprelay.com.au.

Fax

You can send a fax to the OSO. In Australia: 02 6276 0123. Outside Australia: +61 2 6276 0123.

Mail

You can write a letter and post it to:

Overseas Students Ombudsman

GPO Box 442

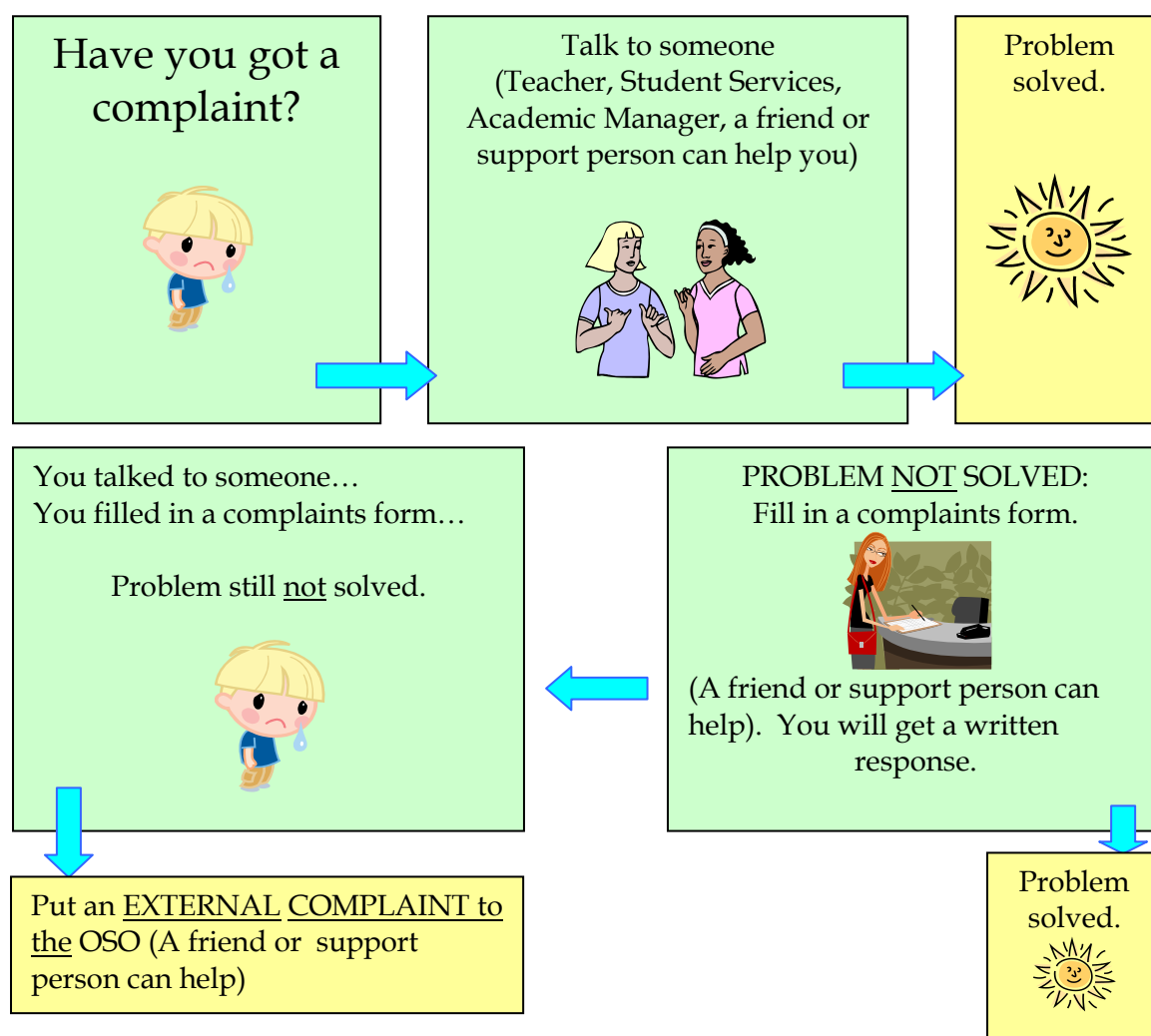
Canberra ACT 2601

AUSTRALIA

A number of organisations can help with your appeal:

The Ombudsman	9286 1000
Legal Aid Commission of NSW	9219 5000
ACPET Australian Council for Private Education & Training	8280 8100
Office of Protective Commissioner	8688 2600
Anti Discrimination Board	9268 5544
Human Rights & Equal Opportunity Commission	9284 9600

Complaints and appeals – flow chart



Overseas Students Ombudsman's (OSO) contact details:

Telephone
 In Australia, call: 1300 362 072; Outside Australia, call +61 2 6276 0111.

❖
Mail
 Overseas Students Ombudsman
 GPO Box 442
 Canberra ACT 2601
 AUSTRALIA

❖
Online
 You can make your complaint online via the following link:
<http://www.ombudsman.gov.au/>

Legislation

When complaining, certain legislation could be referred to, such as:

- Disability Services Act 1993 (NSW State)
- Anti Discrimination Act 1977 (NSW State)
- Human Rights Commission Act 1981 (Commonwealth)
- Disability Discrimination Act 1992 (Commonwealth)
- Racial Discrimination Act 1975 (Commonwealth)

Assessments

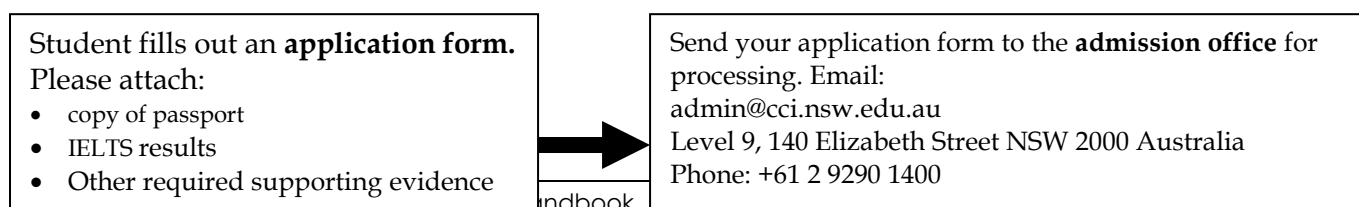
You will be informed of all assessment procedures as well as results from those assessments. You have the right to lodge a complaint or appeal if you do not agree with the test result.

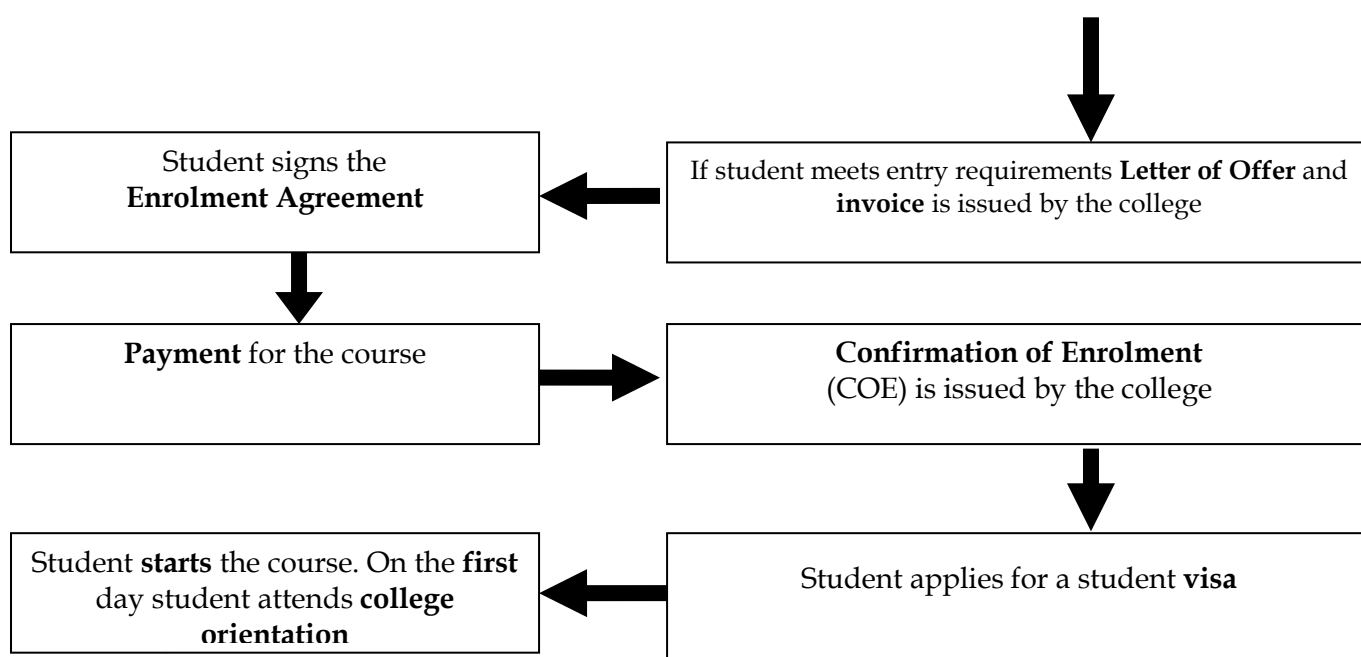
The College prohibits any form of discrimination towards any group or individual.

This includes:

- physical, intellectual or psychiatric disability
- pregnancy
- marital status
- gender
- physical illness
- sexual orientation
- age
- race, colour, nationality, ethnic or religious background

Enrolment Procedure





As part of a student's visa conditions, overseas students in Australia must study full time (minimum 20 hours per week).

Effect of Deferral, Suspension or Cancellation of Enrolment on a Student's Visa

Deferral, suspension or cancellation of an enrolment is likely to have an effect on a student's visa. Students should contact the nearest Immigration Department office or refer to <http://www.homeaffairs.gov.au/> for information. All deferrals, suspensions and cancellations of enrolment are notified to the Immigration Department via the PRISMS system and all documentation about the deferral, suspension or cancellation of a student is filed in the student's file.

Cancellation

The College may cancel the enrolment of a student if the student:

- is in breach of enrolment conditions
- has broken any of the College's rule
- is considered a threat to the well-being of other students or staff
- is considered as behaving in a way that may lead to serious misconduct
- fails to meet the requirements of the course progress policy
- fails to pay tuition fees
- fails to re-enrol

Notice of Intention to Defer, Suspend or Cancel Enrolment

Where a suspension is initiated by the College, the student will receive a notice of intention to suspend enrolment. In each case, the notice will clearly identify that the student will be given 20 working days to access the College's internal complaints and appeals process. If an appeal is lodged, the College will allow the student to be enrolled in their course until the internal appeals process is finished. The College has the right to not provide learning opportunities during this process if it is considered as an appropriate option.

Transferring to another College

From July 2007 providers are restricted from enrolling transferring students prior to the student completing six months of their 'principal course of study'. This policy details the procedures for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letter of release need to be sighted or produced.

The principal course of study in the package of courses is the highest course enrolled. If a student has not completed six months

at the highest course enrolled, the student will not be granted a letter of release, except under compassionate or exceptional circumstances as determined by the Student Services Manager or Academic Manager. Also the College will not provide a release letter when there is an outstanding amount still owed in course fees or that it is suspected that they are seeking transfer only to avoid being reported to DHA for failure to meet academic progress or attendance.

The Student Services Manager or Academic Manager will make the final decision as to whether to **refuse** a letter of release for any student. The College will provide the reasons in writing for refusing the request and must be informed of his/her right to appeal (National Code Standard 10). CCI will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the College, or the overseas student has chosen not to access the complaints and appeals processes within the 20 working day period, or the overseas student withdraws from the process.

However if the request for transfer in the restricted period is detrimental to the student, the College may make an exemption and provide a letter of release. Any letter of release granted is issued at no cost to the student and we shall advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

Student must apply for a letter of release using the **Early Leave from Study Form**. The Student Services Manager will consider and respond to applications for a letter of release within 5 days of their lodgement.

A letter of release will normally be granted in the following situations:

1. Cambridge College International fails to deliver the course as outlined in the written agreement; or
2. The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the college; or
3. The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the College and can demonstrate clearly how this will be alleviated through a transfer; or

4. There is evidence of compassionate or compelling circumstances; or
5. There is evidence that the overseas student's reasonable expectations about their current course are not being met; or
6. It has been agreed by the College the student would be better placed in a course that is not available at **Cambridge College International**; or
7. An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student; or
8. There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.

A letter of release will normally **not** be granted in the following situations:

- Student fees are in arrears;
- The proposed transfer will jeopardise the student's progression through a package of courses;
- The student has unsatisfactory academic progress;
- The student has unsatisfactory attendance;
- The student's progress is likely to be academically disadvantaged;
- The College is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- The student cannot provide a letter from another registered provider confirming that a valid enrolment offer has been made.

Any letter of release granted is issued at no cost to the student and we shall advise the student of the **need to contact DHA** to seek advice on whether a new student visa is required.

If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using the College's Complaints and Appeals Procedure.

A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter outlining the decision made in relation to the request for release that was sent to the student by the College is placed into the student's file.

Disclosure

We do not disclose personal information to third parties without the person's acceptance, unless required or permitted by law. We may be required by law to disclose some personal information to Australian government organisations and to the Fund Manager of the ESOS Assurance Fund, Commonwealth and State agencies, in relation to legislative requirements.

Personal information may be disclosed for the prevention, detection or investigation of criminal conduct, or in some circumstances in the interest of public health or public safety.

We are required by law to inform the Department of Immigration if an overseas student visa holder

- changes the course of study for which she/he is enrolled
- changes the duration of his/her course of study
- breaches a student visa condition such as attendance or satisfactory academic performance

It may sometimes be necessary for the College to provide personal information to others of which it conducts business; for example professional advisers (auditors, lawyers), insurers, and printers.

Privacy Policy Collection

The College collects information to:

- provide services to its students
- process applications for enrolment
- keep appropriate academic and financial records
- assist graduates to find employment when needed
- keep contact with past students

- provide information required by the government

We do not collect sensitive information if the individual has not given permission to its collection (unless we are required or permitted to do so by law).

Right of Access

Students can access their personal information (subject to some exceptions by law), and to have it corrected if necessary. Proof of ID is needed before files are made available to students.

Accuracy

The College takes measures so that the personal information collected is correct and up-to-date. It is important that students keep the college up-to-date with changes to their personal information, such as name and address. All students must provide correct contact details (including address, mobile number and email) to the college. All students must update their contact details with the college within seven days of change. Under The Education Services for Overseas Students Act 2000 (ESOS Act), the college will contact students to get correct contact details.

Retention and Security

The College takes reasonable steps to protect personal information from unauthorised access, change or disclosure. Personal information is destroyed when it is no longer required.

Student Satisfaction Survey

Student Satisfaction Survey forms are available from the front desk. All students should complete a Student Satisfaction Survey during each term. These surveys will be given in class and may be returned to College reception.

Tuition Fees

Course fees are given in separate marketing brochures.

Head Office

Head office is located on Level 5, 140 Elizabeth Street, Sydney
NSW 2000

Legal Services

Listed below are lists of legal services available in the Sydney Metropolitan area. This section is relevant to all our students who may require legal advice or solutions.

Legal Aid New South Wales –

<http://www.legalaid.nsw.gov.au/asp/index.asp>

Combined Community Legal Centres group (NSW) inc. –

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