

BLUE BAY COLLEGE

CRICOS Provider Code: 03647C RTO Provider Code: 45272

Blue Bay College International Student Handbook





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Welcome,

To help you to understand the way our College works and to help you get the most from your studies, we are providing this Student Handbook, which we hope will answer many of the questions, you have about studying with us.

If your application to study at our College is successful, you must attend a compulsory Orientation Programme before commencing your course, where the Student Handbook will be once again explained to you.

If, after reading this Handbook you have any questions, please ask your agent, trainer or another staff member to explain.

We are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with our College is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

College contact details

Should you require any assistance your first point of contact will be either the Training Manager or Student Counsellor. The Chief Executive Officer, Training Manager and Student Counsellor can be contacted as indicated below:

Gold Coast Campus	Suite 1, Level 1, 72 Nerang Street, SOUTHPORT QLD 4215
Post Office Address	PO Box 1361, SOUTHPORT BC QLD 4215
Phone	07 5661 6945
Email	info@bluebaycollege.com.au Web www.bluebaycollege.com.au



Services, Facilities and College Locations

College Locations and Facilities

Gold Coast Campus: Southport is the commercial hub of the Gold Coast, located at the northern end of the coast. The Gold Coast is approximately 80 kilometres south of Brisbane.

Hours of Operation

The College's hours of operation are: 8:00am – 10:00pm, Monday to Sunday.

Library Services

The Gold Coast campus has access to Council library services free of charge. Membership is free – you must provide photo ID and proof of your residence. Websites and Catalogues available at: www.brisbane.qld.gov.au/libraries and www.goldcoast.qld.gov.au/library. Free Wi-Fi internet access is available at all Brisbane and Gold Coast Council libraries.

Course Information

Student engagement before enrolment

These courses are offered by Blue Bay College. Please refer to the course brochure on our website for all relevant information concerning your course of choice, including entry requirements, fees, duration, units to be completed, delivery and assessment methods, how to enrol.

Leadership and Management Courses

Course Code	Course Description	
BSB42015	Certificate IV in Leadership and Management	52 weeks (includes 8 weeks holiday)
BSB51915	Diploma of Leadership and Management	52 weeks (includes 8 weeks holiday)
PLEASE NOTE		
BSB51915 Diploma of Leadership and Management has been superseded by the qualification BSB51918 Diploma of Leadership and Management – released on 27/9/2018 and a 12-month transition period is in place. During this time you may be transferred to the qualification code BSB51918. Both qualifications are equivalent to one another and if you are transferred we will advise you in writing prior to any change.		

Children's Services

Course Code	Course Description	
CHC30113	Certificate III in Early Childhood Education and Care	50 week's classroom delivery (includes 10 week's holiday).
CHC50113	Diploma of Early Childhood Education and Care	100 week's classroom delivery (includes 20 week's holiday).

English Courses

Course Code	Course Description	
		62 weeks classroom delivery (includes 8 weeks holiday).
N/a	General English Starter	10 weeks
N/a	General English Elementary	12 weeks
N/a	General English Pre-Intermediate	12 weeks
N/a	General English Intermediate	10 weeks
N/a	General English Upper Intermediate	10 weeks



English Language and Academic Entry Requirements

See your course brochure for specific details relating to your chosen course.

When assessing applications for entry into a formal course at Blue Bay College a number of factors are considered. Generally, applications must satisfy the Academic and English language requirements. Blue Bay College reserves the right to accept or deny entry into a course.

Entry Requirements - VET

- 18 years of age or over
 - Basic computer skills
 - Must have 12 years of education or equivalent (10 years + 2 year's work experience)
 - Must meet student visa requirements
 - **English requirements may include:**
 - Students from an English speaking country can provide a certified transcript of a certification that they have achieved studying in English.
 - IELTS (or equivalent) 5.5 or above for direct entry into the course; or
 - IELTS (or equivalent) 5.0 and a Confirmation of Enrolment or Letter of Offer in an ELICOS with a duration of at least 10 weeks; or
- Note:** Tests older than two (2) years may not be acceptable.
- Blue Bay College may approve you to complete an internal English diagnostic assessment to meet the English requirement, if required.

Additional Entry Requirements – Children's Services

- Must be eligible to obtain a Blue Card (Queensland). Blue Bay College will manage the application process and any associated cost.
- The purpose of this requirement is to contribute to the creation of safe and supportive environments for children and young people when receiving services and participating in activities which are essential to their development and wellbeing, such as child care, education, sport, and cultural activities.

Entry Requirements - ELICOS

All students will undertake an entry placement test to determine their correct ELICOS course level. Students may progress from Starter (Level 1) through to Upper Intermediate (Level 5) depending on their English proficiency and study goals. Each level is able to be offered discretely to match the proficiency of newly enrolling students. Therefore, students are able to move in and out of the program once their English goals are achieved.

For General English and VET entry pathway courses, the age bracket is for 18 years and over.

Mode of Study

Business:

BSB42015 Certificate IV in Leadership and Management

The qualification is delivered over 52 weeks. This includes 44 weeks (20 hours per week) of scheduled classes and assessment; plus 8 weeks (maximum) holidays. Students receive a compulsory orientation within one (1) week of their course commencing. In addition you will be required to complete up to a maximum of 8 hours per week independent, unsupervised activities.

BSB51915 Diploma of Leadership and Management

The qualification is delivered over 52 weeks. This includes 44 weeks (20 hours per week) of scheduled classes and assessment; plus 8 weeks (maximum) holidays. Students receive a compulsory orientation within one (1) week of their course commencing. In addition you will be required to complete up to a maximum of 8 hours per week independent, unsupervised activities.

Children's Services:

CHC30113 Certificate III in Early Childhood Education and Care



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The qualification is delivered over 50 weeks. This includes 40 weeks (23 hours per week) of scheduled classes, assessment projects and work placement; plus 10 weeks (maximum) holidays. Students receive a compulsory orientation within one (1) week of their course commencing.

Students are required to complete 200 hours (minimum 5 hours per week) of practical work placement in an Australian regulated education and care service throughout their course. This is included in your 23 hours per week. At Blue Bay College we will assist our students in obtaining work placement. In addition you will be required to complete up to a maximum of 6 hours per week independent, unsupervised activities.

CHC50113 Diploma of Early Childhood Education and Care

The qualification is delivered over 100 weeks. This includes 80 weeks (23 hours per week) of scheduled classes, assessment projects and work placement; plus 20 weeks (maximum) holidays. Students receive a compulsory orientation within one (1) week of their course commencing.

Students are required to complete 400 hours (minimum 5 hours per week) of practical work placement in an Australian regulated education and care service throughout their course. This is included in your 23 hours per week. At Blue Bay College we will assist our students in obtaining work placement. In addition you will be required to complete up to a maximum of 6 hours per week independent, unsupervised activities.

Work placement

Students may undertake longer hours if they wish, however the duration of the work placement must be maintained until completion of your course, regardless of whether you have reached or exceeded the required hours. This is to ensure students have access to a work placement to complete your work place project assessments and 3rd Party Reports. As it may take time to arrange a suitable work placement, a student may not be able to commence their work placement straight away. In this case, will be required to schedule your hours to ensure you meet the required hours throughout your course. The trainer/assessor will discuss this with you and monitor your work place attendance.

ELICOS

The English program is delivered over 62 weeks. This includes 54 weeks (20 hours per week) of scheduled classes and assessment ; plus 10 weeks (maximum) holidays. Students receive a compulsory orientation within one (1) week of their course commencing. In addition you will be required to complete up to a maximum of 5 hours per week independent study.

Enrolment

Students who have enrolled or have CoEs from another provider must not be enrolled until they have completed the first six (6) months of their principal course unless they meet the Student Transfer conditions.

Pre-enrolment

- Students acknowledge a Pre-Enrolment Student Declaration, evidencing that they have been advised of, and understand the information prior to completing their Application Form.
 - Course Brochures and the International Student Handbook are available from Education Agents and from the Campus.
 - The College will ensure it is able to provide the necessary:
 - Educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
 - Learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
 - Facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.
 - Prior to enrolment or the commencement of training and assessment, whichever comes first, the College provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.
 - The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product.
 - The College will inform students in advance of any changes to the services provided by the College.
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Enrolment

- The following information is provided to students electronically and/or printed prior to the College accepting their enrolment:
 - Course Brochure/s
 - International Student Handbook
 - Australian Government Australian Education International – ESOS Student Fact Sheet
- The student is advised to review this information prior to attending orientation so that they can clarify any issues or questions they may have at orientation. They are also advised to contact Admissions if they have any questions.
- When completing the Application Form, the following information must be provided by the student to enable the College to assess whether a student's qualifications, experience and English language proficiency are appropriate for the course for which enrolment is sought:
 - Legible copy of the Passport
 - Academic qualifications (transcribed into English)
 - English requirements depending on their country of origin, e.g., minimum 5.5 bands IELTS or equivalent (VET students only)
 - OSHC arrangements (must be confirmed prior to course commencement)
 - Current Student Visa (if applicable). If the original is not sighted, this must be verified through VEVO.
 - Contact numbers, emergency contact, email and addresses for both their Home Country and Australia (where applicable).
 - Letter/s of Release (if applicable)
 - Genuine Temporary Entrant Statement (if applicable)
 - Evidence of available funds (if applicable)
- ELICOS students will take part in a Placement Test at orientation to ensure they are placed in the most appropriate level to their English proficiency.
- The Administration Officer opens a file for the intending student and completes a Student File Checklist which is attached to the front of the student file.
- Offers must not be made to students who will be less than 18 years of age at the proposed commencement date.
- The Training Manager must review the student applications and determine if an offer should be made on the basis of the entry requirements for the qualification and check the following, as required:
 - Check the English statement comes from an accredited English testing authority
 - Check evidence of age – front page of the passport
 - Check that the rest of the application form has been completed
 - Check that the student has signed and dated the application
 - Check that GTE Statement has been completed by the student
- If an VET applicant cannot produce a satisfactory English score, and there are doubts about the English language skills to cope in an academic environment, the applicant will be advised to enrol in an English (EAL or ELICOS) course for an appropriate duration until the student achieves an IELTS score (or equivalent) of required for entry as listed in the course brochure.
- English requirements are set out in the course brochure. English testing may not be required where an applicant clearly has the required English language skills. The application of this rule will be on a case-by-case basis and in accordance with the English language requirements that apply to the visa eligibility for the country published by the Department of Home Affairs. Any evidence supplied in support of an application under this rule would require original copies of reliably authenticated evidence. Generally an English test will not be required in the following situations:
 - Students educated in an English speaking country
 - Students who have completed the last two years of school in an English language speaking course
 - Students who have completed at least six months of a Certificate IV level qualification or higher in Australia
 - Students who have successfully studied in English at University level
 - Students have completed an alternative and equivalent test to the required level, for example an English Placement Test.



Letter of Offer and Written Agreement

- Once complete and accurate documentation has been received and all enrolment processes completed the College issues a Letter of Offer and Written Agreement that contains the Terms and Conditions of their enrolment, fees payable and a Student Declaration of Acceptance.
- Where an offer is to be made to an applicant the Training Manager must sign the Letter of Offer.
- Applicants wishing to accept the offer must complete and sign the written agreement and forward it to the College, along with payment.
- The College must enter into a written agreement with the student before (or at the same time as) accepting course money from the student.
- The completed written agreement must be reviewed and accepted by the Training Manager. Where a written agreement is to be accepted by the College the Training Manager must sign and date the appropriate section on the student agreement.
- The signed written agreement is kept in the student file.
- Once the completed written agreement and the fee is received (and cleared by the bank) an Electronic Confirmation of Offer will be generated and sent to the student or their agent considering the following information:
 1. If student understands and accepts the Letter of Offer.
 2. If there is a warning in PRISMS that would cause us to reconsider the documents of students.
 3. If a student is being granted Credit Transfer or RPL.
- A fee receipt will be issued to the student. Otherwise, confirmation of fees received will be itemised in the CoE.
- Students are advised to keep a copy of their Written Agreement and receipts of all payments.

Unique Student Identifier (USI)

The USI is issued by the Australian Government and must be kept private. It is linked on a national database to the qualifications students complete while studying in Australia so that they will always have a record of what qualifications they have completed.

All students must apply for a Unique Student Identified (USI) when they commence training in Australia.

The College cannot issue a Certification to any student unless they hold a USI. This includes Recognition of Prior Learning (RPL). Refer www.usi.gov.au

Students will be able to access their records online, download them and share them with future training organisations electronically.

With the student's permission, training organisations will be able to see their students' entire nationally recognised training record commencing with records collected in 2015.

Once a student creates their USI they will be able to:

1. Give their USI to each training organisation they study with;
2. Give their training organisation permission to view and/or update their USI account;
3. Give their training organisation view access to their transcript;
4. View and update their details in their USI account;
5. View online and download their training records and results in the form of a transcript;
6. Control access to their transcript.

The "Student USI Fact Sheet" may be provided to students to assist them when creating their USI numbers. This is located at www.usi.gov.au

The USI application is to be completed by the student prior to or at orientation.

Student Orientation

The College will advise students of the date of their compulsory orientation which must occur (usually the week before, however it may be prior to or during the first week of their course of study).

ELICOS students will take part in a Placement Test at orientation to ensure they are placed in the most appropriate level to their English proficiency.

The Training Manager will conduct the orientation session which will cover the following:



- Welcome and orientation
- Outline of Course details which will be covered more fully by trainer at course commencement
- Student requirements
- Support services available to assist overseas students to help them adjust to study and life in Australia; English language and study assistance programs
- Any relevant legal services
- Emergency and health services
- The registered provider's facilities and resources
- Complaints and appeals processes
- Requirements for course attendance and progress, as appropriate
- The support services available to assist overseas students with general or personal circumstances that are adversely affecting their education in Australia; and
- Services overseas students can access for information on their employment rights and conditions, and how to resolve workplace issues, such as through the Fair Work Ombudsman
- Student ID's will be given out at orientation.
- OSHC/AVETMISS/USI/CT/RPL finalised.

The relevant Trainer will be responsible for orientating students on individual "Course" details, however students will be given their Timetables at orientation.

No student is allowed to commence a course until they are able to provide documentary evidence that they hold the correct Visa or a Bridging Visa with study rights.

At first classroom session

At the commencement of their first session the trainer will detail and explain the following;

- Learning and assessment program
- Facilities and equipment
- Assessment requirements
- Questions

Fees and refund arrangements

Payment schedule

The fees applicable to each course and category of student and fee payment schedules are detailed in the applicable student Application Form and Letter of Offer/Written Agreement. Contact the College or refer to the course brochure to obtain details.

Visa refusal

Visa refusal prior to course commencement will result in 100% refund of Tuition Fees paid in advance paid (less enrolment fee) within 10 working days.

Student default

An overseas student or intending overseas student "defaults", in relation to a course at a location, if:

- a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b) the student withdraws from the course at the location (either before or after the agreed starting day); or
- c) the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following events:
 - the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
 - the student withdraws from the course at the location (either before or after the agreed starting day); or
 - the registered provider of the course refuses to provide, or continue providing, the course to the student at the location because of one or more of the following:
 - the student failed to pay an amount payable to the provider for the course;
 - the student breached a condition of his/her student visa;
 - misbehaviour by the student



Student requested refunds

Refund application requests must be made in writing on the student refund request form provided by the College. Refund requirements when a student requests a refund are detailed in the applicable Written Agreement. Contact the College to obtain details.

Refunds will be made within 10 working days of written notification being received by the College.

Refunds are made in Australian dollars.

The General Manager or the Chief Executive Officer must approve student refunds.

Refunds given will be recorded in the College accounting system so that each student's financial status is known.

Withdrawal Reason	Amount Refunded
Visa refused prior to course commencement	Full refund (less enrolment fee)
Visa refused after course commencement	Full refund (less enrolment fee and any pro rata tuition fees if the student has commenced training)
Visa refusal due to fraud	Full refund (less \$1000)
Withdrawal at least 28 days prior to agreed start date	Full refund (less enrolment fee)
Withdrawal less than 28 days prior to agreed start date	No refund
Withdrawal after the agreed start date	No refund
Enrolment cancelled due to actions of the student	No refund
CT or RPL awarded after course commencement	No refund
The College is unable to provide the course	Refund unspent pre-paid course fees
Student Visa extension is refused	Refund unspent pre-paid course fees
Student has no exceptional circumstances and did not complete at least 6 months of their principal program	No refund

Provider Default (College delayed commencement, non-commencement, non-completion of delivery)

In the event that the College is unable to commence the course on time or deliver your course in full, the College will offer you a refund in respect of your enrolment.

Refund requirements when the provider defaults on course delivery are detailed in the applicable Written Agreement. Contact the College to obtain details.

Missed payments

Students who do not make instalment payments by the due date maybe excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the one week suspension the student may have their enrolment cancelled.

Fee changes

Prior to a student enrolling, fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

Tuition protection service

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

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees
- The Tuition Protection Service website is <https://tps.gov.au/>

Other information & conditions

This written agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws if the Australian Consumer Law applies.

Students are entitled, at no additional cost, to a formal Statement of Attainment on course withdrawal or cancellation, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment. Course testamurs (awards, statements of attainment, transcripts) will not be issued to students who are in breach of any part of the Student Agreement.



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Students are entitled to 3 assessment attempts for each unit. If the student is unsuccessful after 3 assessment attempts they will be required to repeat the unit and pay a repeat unit fee (which includes the re-enrolment fee).

The following non-refundable charges apply:

Item	Charge
Reissue Student Card	\$20
Late payment of Fees	\$50
Re-enrolment Fee	\$200 (non-refundable)
Replacement Certificate	\$100 each
Printing charges apply	\$0.20 - \$1.00 per page
Defer, Suspend, Extend studies Fee	\$250

The following additional fees and charges apply:

Additional Fees and Charges	
RPL Fee	\$500 per unit
Credit Transfer	No charge
Repeat Unit Fee	\$800 per unit (includes \$200 non-refundable enrolment fee per unit)
Assessment re-sit fee	Students are entitled to 3 assessment attempts for each unit. If the student is unsuccessful after 3 attempts, they will be required to repeat the unit and pay the repeat unit fee. Students found to have cheated or plagiarised work will not be entitled to re-sit assessments, instead they will be required to repeat the unit and pay the repeat unit fee.
Credit Card Fee	2% surcharge
Accommodation Services	Outsourced – contact the College for details
Airport transfers	Outsources – contact the College for details

Information for Students

RTO obligations

Blue Bay College is responsible for:

- The quality of the training and assessment in compliance with the VET Quality Framework. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- Advising students about their rights via the Code of Practice published in this Handbook.
- Advising students about the complaints and appeals procedure published in this Handbook.
- Advising students if the College, or a third party delivering services on behalf of the College, (if applicable) closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.
- Advising students about any changes to services. This will be done by an announcement on the College web site.

Course assessment - VET

A number of approaches to course assessment are used by College staff. Assessment approaches may include: observation of performance in class, workshops; case studies; projects; assignments; presentations; role plays; written tests and exams.



Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of three (3) assessment attempts for each unit. Following the issuing of a resubmission request, a student has 10 working days in which to present work for further appraisal, at the discretion of the individual assessor.

If after 3 assessment attempts students' competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for a scheduled assessment will be counted as 1 assessment attempt for each occurrence unless:

- g) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- h) the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

Course assessment - ELICOS

Formative assessment activities are scheduled throughout the course timetable that monitor student learning to enable ongoing and constructive feedback used by students to inform and improve their learning, and teachers to improve their teaching. Formative assessment will typically be conducted weekly based on previous week's content and learning.

Short 'quick unit tests' are administered weekly upon completion of each course book unit.

Students who are not maintaining satisfactory grades (e.g., over 50%) on any unit assessment will be counselled to determine any appropriate intervention strategies and may be moved to a lower level class (determined by the teacher and academic management).

Proficiency tests provide a measurable learning outcome for the progress of individual students. These results are used to determine whether a student is ready to move to the next level. By monitoring their progress, students are kept informed of progress in meeting individual goals.

Blue Bay College abide by their Attendance Policy.

Course delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches may include teacher led classroom delivery; workshops; tutorials and supervised study. During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role playing situations.

Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no charge for Credit Transfer and reduction in tuition fees if Credit Transfer is applied for or granted.

Pathways

Graduates of the College may seek credits to the relevant Vocational Education and Training (VET) or degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule students with high marks will have the best chance of being accepted by a University.

Awards to be issued

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment indicating units of competency they have completed.

Students are entitled, at no additional cost, to a formal Statement of Attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

The registered ELICOS provider issues a document to each student, on completion (or partial completion) of study, that:



- a) indicates the CRICOS course name, registered ELICOS provider and contact details, dates of study, course duration, levels of achievement or proficiency, authorised signature and name of signatory
- b) includes, or is accompanied by, an explanation in plain English of the terms used in awarding grades at all levels.

Recognition of prior learning (RPL) – VET only

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you **currently** have the required competencies in the unit applied for.

Students will be offered RPL prior to and/or at enrolment. An RPL application may only be made after RPL enrolment and payment of fees and must be made using the College RPL application form which will be available on request. RPL in a unit will only be granted if students complete the College RPL assessment requirements for that unit.

Student's individual course of study will be adjusted to reflect any RPL granted.

Any course duration reduction as a result of RPL granted to students must be indicated on the Confirmation of Enrolment if granted prior to the issue of a visa or on PRISMS if granted after the issue of a visa.

Students may use the College appeal procedures if dissatisfied with the outcome of their RPL applications.

There will be a fee charged for conducting the RPL assessment which applicants will be advised of before enrolment.

Living and studying in Australia

Up-to-date and authoritative information on living and studying in Australia is available at the following web sites

www.studyinaustralia.gov.au - Living and studying in Australia

www.translink.com.au - Public transport

[www.citizens@advicebureau.org.au](mailto:citizens@advicebureau.org.au) - Legal assistance

www.health.qld.gov.au - Health

www.airc.gov.au/ - Wages

Student support, welfare and behaviour

Access and equity policy

The College Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

Complaints and appeals procedure

The College has a complaints and appeals procedure to provide students with a fair and equitable process for resolving any complaints or appeals they may have. The complaints and appeals procedure in this Handbook, includes a requirement that an independent mediator will be appointed if the student is dissatisfied with the process undertaken by the College.

Complaints and appeals should be handled in an efficient and timely manner. Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:

- Informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
- Regularly updates the complainant or appellant on the progress of the matter.

If you have a complaint or appeal you should take the following steps:

- Contact the College to obtain a copy of the complaints and appeals procedure and the application form
- Complete the application form and lodge it with the Training Manager or Student Counsellor
- The College will follow up the complaint and contact you

College Contact



Blue Bay College

CRICOS Provider Code: 03647C RTO Provider Code 45272

Contact the College Student Counsellor for assistance if you have any difficulties with your course, study requirements or assessment.

Name Sam Ercan
Phone 07 5661 6945
Email info@bluebaycollege.com.au

Relevant legislation and information

A range of legislation and information applicable to staff and students.

Fire, ambulance and police emergency	Phone 000
Translating and Interpreting Service	Phone 131 450
Life Line 24-hour Counselling, Advice and Referral Services	Phone 131 114
Complaints or problems	Overseas Student Ombudsman
CRICOS Legislation and regulation	www.internationaleducation.gov.au
Employment information	Fair Work Australia
Equal opportunity/anti-discrimination	www.adcq.qld.gov.au
Workplace Health & Safety	www.worksafe.qld.gov.au
Protection of student fees	Tuition Protection Service
RTO and CRICOS registration	Australian Skills Quality Authority

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Administration Coordinator if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

Privacy

All information shared is kept in the strictest confidence by the College and is available on request. In some cases we are required by law to make student information available to external agencies as outlined below. In all other cases the College will seek the written permission of the student for such disclosure.

Information is collected during your enrolment in order to meet the College's obligations under the ESOS Act and the National Code 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally and to comply with the Australian Government VET regulator. This information includes personal and contact details, course enrolment details and changes, Training Activity Data and the circumstance of any suspected breach by the student of a student visa condition. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of education and training to overseas students 2018 and ASQA'S data provision requirements 2012. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service).

Your personal information may be used or disclosed by the College for statistical, regulatory and research purposes. The College may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.



Personal information disclosed may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

National Centre for Vocational Education Research Ltd (NCVER) will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a student's exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

Copyright

Students must be careful when photocopying the work of others. The owner of the material may take legal action against students of the college if the owner's copyright has been infringed. Students are allowed to do a certain amount of photocopying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

Dress Code

Dress requirements are neat casual or business attire. Please note that shorts and thongs are not considered suitable attire. NOTE: If you are studying business, come dressed for business, as if you are applying for a business based job. You will be surprised how much this will improve your state of mind and learning environment.

Student code of behaviour

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times



- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the student enrolment form.

For non-compliance with the Code of Conduct the following procedure for discipline will be followed:

- A member of the College staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour and to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Training Manager to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student cancellation warning letter.
- Failure to attend scheduled meetings may result in the College deciding to cancel a student's enrolment.

At any stage of this procedure students are able to access the College complaints and appeals procedure to settle any disputes that may arise.

Other Information

Change of address and contact details

You are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information that the College may send to you from time to time.

On commencement and at least every six months whilst you are enrolled at the College you will be asked to review and update your contact information with the College.

Use of personal information

Students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply to the College using the Student Records Request Form if you wish to view your own records. Once the request has been approved the Administration Manager will arrange a time for you to view your own records. You must view your records at the College and you cannot take records away from the College.

Living in Australia

Up-to-date and more detailed information about overseas students studying and living in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

Australia

Australia is a land of contrasts: sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts.

One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet. The surface geology is typically old and flat with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Australia welcomes overseas students

Overseas students are welcomed in Australia because they:



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- contribute to the development of people and institutions both in their home country and in Australia.
- contribute to the Australia's research capability
- develop cultural, educational and economic links between Australians and people of other nations.

Australia has a long history of involvement in international education development, staff and student exchange programs and scholarships.

Good Choice for Study

There are more than 50,000 overseas students studying in Australia and each year approximately 15,000 students from the Asia Pacific region arrive in Australia to continue their education. They have chosen Australia for several reasons:

- Australia has a high quality education system, the equal of any country in the world
- Australia offers traditional education in reputable schools, institutes, colleges and universities
- Awards from Australian institutions of higher education are recognized internationally
- Australian schools, institutes, colleges and universities have established networks of welfare and support to help overseas students
- The Australian education system includes informality and accessibility of academic staff, the availability of computers, small group tutorials and close supervision
- Living costs and tuition costs compare well with other countries and most overseas students are permitted to work part-time.
- Australia is a safe, stable country with a pleasant climate.

Language

Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 2.4 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well.

English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Religion

Australia is predominantly a Christian country however; all religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities. Some universities have their own spiritual groups on campus.

The locations, times of worship, and services can be accessed from a range of local religious organisations within local newspapers, The Yellow Pages telephone book (www.yellowpages.com.au), and Gold Coast City Council (www.goldcoast.qld.gov.au) For further information, please contact:

Citizens Advice Bureau and Gold Coast Legal Service Inc.

2/18 Bay Street, Southport QLD 4215

Ph: (07) 55 329 611

Email: citizens@advicebureau.org.au

Clean, safe, cosmopolitan

Students from all over the world come to Australia to take advantage of our world-class education and enjoy our friendly hospitality and cultural diversity. Australia has low crime rates and strict gun control laws providing a safe environment in which to learn and travel. With one of the highest standards of living in the world, Australia offers modern transport systems, convenient telecommunications, cosmopolitan shopping complexes and excellent health services.



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Visitors from many parts of the world are attracted by Australia's spectacular natural environment and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage.

Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Climate

The mild sub-tropical climate on the Gold Coast averages 290 days of sunshine per year; 1371 millimetres of rainfall; seawater temperature of 22°C, and air temperature of 25°C.

Seasonal changes in:

- Summer – December to February between 19-35°C
- Autumn – March to May between 11-28°C
- Winter – June to August between 10-22°C
- Spring – September to November between 13-28 °C

Health care

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa.

Food

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home.

You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants or typical Aussie pubs. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

Electricity

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage.

Driver's Licence

It is compulsory for drivers of cars to possess a driver's licence in Queensland and other Australian States and Territories. You can learn to drive with a driving school that will also prepare you for the driving test provided at the Queensland Transport office of your choice. For further information: Qld Transport Phone: 13 23 80

Helmets and seat belts

It is compulsory for riders and passengers travelling on a bicycle or a motor cycle to wear a helmet at all times. It is compulsory for drivers and passengers (including those in back seats) travelling in cars to wear seat belts at all times.

Public Transport

Public transport via rail and road is available from Queensland Translink Services. Information regarding timetables can be found online at <http://translink.com.au/> or visit the International Student Office.

Student Discounts on Public Transport

Your student card will enable you to travel at discounted rates. You must first apply to www.translink.com.au to activate your card.

Shopping

A selection of shopping centres on the Gold Coast:

- Australia Fair Shopping Centre: 42 Marine Parade, Southport
- Pacific Fair Shopping Centre: Hooker Boulevard, Broadbeach
- Harbour Town Shopping Centre: Corner Gold Coast Highway & Oxley Drive, Biggera Waters



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- Westfield Helensvale Shopping Centre: 1-29 Millaroo Drive, Helensvale
- Robina Town Shopping Centre: Robina Town Centre Drive (off Robina Parkway), Robina
- Major Malls and Precincts: Surfers Paradise Mall, Broadbeach Mall, Sanctuary Cove, Marina Mirage

Telephones

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are available at all Post Offices, shopping centres and are often situated on street corners. Public pay phones accept a variety of coins and Phonecards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Mastercard and Diners International and can be found at international and domestic airports, central city locations and hotels.

Mobile phones are very popular and can be purchased from a number of retailers.

Entertainment, Recreation and Sport

Gold Coast

The Gold Coast is Australia's top holiday destination with much to see and do and many opportunities for entertainment and recreation. Enjoy your spare time with friends and family in Gold Coast parks. Free BBQ facilities are available in most parks. There are many restaurants and street cafes from various cultures to choose from and fresh fish straight off the fishing trawler is sold at beachside cafes.

There are libraries, Gold Coast Arts Centre, cinemas and convention centre that stage many well-known acts. The theme parks including Dreamworld, Seaworld, Warner Brothers Movie World, and Wet'n Wild Water Park are at your door. The Gold Coast offers many outdoor and indoor sports and sport spectator opportunities such as: swimming, golf, football, soccer, tennis, netball, cycling, boating etc. Telephone: 1300 MY GCCC (1300 69 4222), local newspapers, and The Yellow Pages telephone book (www.yellowpages.com.au).

Brisbane

About 80 kilometres north of the Gold Coast is the capital of Queensland, Brisbane. Brisbane is a diverse place with much to see and do and many opportunities for entertainment and recreation. Enjoy your spare time with friends and family in parks in Brisbane. Free BBQ facilities are available in most parks and the city beach at Southbank parkland. Brisbane hosts more than 600 restaurants and street cafes from various cultures. Fish and chips experience at nearby bays is a must!

There are libraries, Lone Pine Koala sanctuary, museums, art galleries and cinemas within Brisbane and several theme parks south of Brisbane including Dreamworld, Seaworld, Warner Brothers Movie World, and Wet'n Wild Water Park. Enjoy day trips to the world famous Gold Coast, Sunshine Coast and Noosa! Brisbane offers many outdoor and indoor sports and sport spectator opportunities such as: swimming, golf, football, soccer, tennis, netball, cycling, boating etc.

Travel

During semester breaks, you may like to venture beyond the capital cities to experience more of Australia's spectacular natural environment and great physical beauty—national parks, The Great Barrier Reef, Kakadu, Uluru and the Tasmanian Wilderness.

Helpful safety tips

Unsafe locations

Every city across the globe has some areas that may not be safe. In your home city, you probably know of these areas and know how to avoid them. If you are not familiar with the areas to be careful of, you can check with a Trainer or a staff member.

Beach safety

Millions of people visit at least one of Australia's beautiful beaches every year. These famous beaches are not only enjoyed by lucky Australians but also visitors from all over the world – some who come for a visit, and others who choose to make Australia their home.

Although Australian beaches may look amazing, they can be unpredictable and hide some dangers that every visitor should be aware of. Here you will find some very helpful info and advice from our Lifeguards on beach safety, to ensure you enjoy your visit to the beach and stay safe!

ALWAYS SWIM BETWEEN THE RED AND YELLOW FLAGS

When you see red and yellow flags on a beach, it indicates that there is currently a lifesaving service operating on that beach. The lifeguards have chosen a section of the beach that is best for swimming and they will closely



supervise this area. Lifeguards pay more attention to the area between the red and yellow flags than any other part of the beach.

READ THE SAFETY SIGNS

Before you go on to the beach be sure to read the safety signs. This will ensure you are aware of any warnings or dangers on the beach. You can also find other helpful information to make your day at the beach more enjoyable. You might also find single signs placed on the beach to highlight specific warnings.

ASK A LIFEGUARD FOR SAFETY ADVICE

Lifeguards are highly trained and very knowledgeable about beach safety and conditions. When you arrive at the beach look for and identify the lifeguards. Feel free to ask them about the day's conditions, as well any additional beach safety advice they might have for that specific beach – because every beach is different.

SWIM WITH A FRIEND

Not only is swimming with a friend (or family member) a fun way to enjoy the beach, it is also very sensible. While you are swimming together you can keep an eye out for each other, and if further assistance is required, one person could call or go for help. If everyone swimming together knows their own limits it is a good idea to share this with those around you so you can all stay within everyone's comfortable limits.

IF YOU NEED HELP, STAY CALM AND ATTRACT ATTENTION

Even the most careful people can find themselves out of their limits in the water. If you are not feeling comfortable in the water and you require a lifeguard's assistance to get back to shore, stay calm, raise your arm in the air and wave it from side to side. This will attract the attention of a lifeguard who will be able to come to your assistance. You should conserve your energy by floating on your back and staying calm. This will ensure you have the energy to remain afloat until further aid arrives

More information on Beach Safety is available at <https://beachsafe.org.au/surf-safety>

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, methamphetamines etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

If you have any questions or concerns about these things, please check with your Trainer.

Our College is committed to providing you a safe environment in which to participate in training and assessment. The following guidelines are provided as a basis for safe practice in the training environment:

- know and observe details of emergency response and evacuation plans. Evacuation procedures are covered during student induction.
- no smoking within the College building. A designated smoking point is provided outside at the rear of the building.
- report all potential hazards, accidents and near misses to the College staff;
- no consumption of alcohol on College premises or during contact hours;
- keep training and assessment areas neat and tidy at all times;
- seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- observe hygiene standards particularly in eating and bathroom areas.
- report safety concerns to a College staff member immediately.

Smoking in Australia

Federal Government

Federal law bans smoking in all Australian Commonwealth government buildings, public transport, airports, and international and domestic flights. Further bans are in place but are governed by individual states. Currently all Australian states and territories have banned smoking in vehicles with children, in some enclosed public places, particularly most major company-owned workplaces, and most enclosed restaurants. Tobacco products cannot be sold or supplied to persons under 18 years old, but there is no legal age to use them.

The Australian Government has made very few laws on electronic cigarettes and leaves it up to the states.

Queensland Government

The Queensland Government prohibits smoking in all pubs, clubs, restaurants and workplaces in Queensland, as well as in commercial outdoor eating and drinking areas and in outdoor public places (e.g., patrolled beaches, children's playground equipment, major sport stadiums, and within 4 metres of non-residential building entrances). Since 1 July 2006, premises holding a hotel, club or casino liquor licence can designate up to 50%



of the outdoor liquor licensed area as a smoking and drinking area. In this area no food or drink can be served, no food can be consumed, no entertainment can be offered and there must be no gaming machines provided. A "buffer", which can be either a 2-metre-wide area or a 2.1-metre-high screen that is impervious to smoke, must be on the area's perimeter wherever it is adjacent to other parts of the outdoor area usually accessed by patrons. Premises that choose to have such an area must have a smoking management plan for the premises that complies with legislative requirements. For all other outdoor eating or drinking places, smoking has been prohibited since 1 July 2006. Since 1 January 2010, the Queensland Government banned smoking in cars where children under the age of 16 are present.

Electrical equipment

The following guidelines are to be applied:

- all electrical equipment and extensions cables should be tested and tagged. Please ensure that the tags are up to date. It is your duty to report any out of date tags to your trainer;
- Electrical equipment that is not working should be reported to College staff immediately.
- Electrical work should only be performed by appropriately licensed electrician. Students are not to undertake any task related to fixing electrical equipment such as lighting or electrical training aids
- Students cannot use a piece of equipment unless they have been trained

Fire safety

The College will communicate the procedures involved in evacuation and the location of fire equipment to students during student orientation. Students are to be familiar with the location of all EXITS and fire extinguishers. An Emergency Evacuation Map is located at our Campus

First aid

Provision for first aid facilities is available on Campus. All incidences must be reported to College staff. The incident and any first aid provided must be recorded by staff involved.

Lifting

Never attempt to lift anything that is in excess of the safe lifting limit of 25kgs or what you deem to be your maximum lifting capacity. When lifting, always bend the knees and keep your back straight when picking up items. If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

Cost of living and money matters

Up-to-date and more detailed information money and banking in Australia is available at the following website <http://www.studyinaustralia.gov.au>. This website is established and maintained by the Australian government

Money and banks

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller's cheques are easier to use if already in Australian dollars, however, banks will cash travellers' cheques in virtually any currency. Major hotels and some shops will cash traveller's cheques, depending on individual store policy.

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods. More information on banking is available at [Study in Australia](#)

Normal bank trading hours

9.30 am – 4.00 pm Monday to Thursday

9.30 am – 5.00 pm Friday

Some banks are open Saturday mornings

Credit cards



Credit cards are widely accepted around Australia. The most commonly accepted credit cards are American Express, Bankcard, Diners International, Mastercard, Visa and their affiliates.

Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

Australia's development of the polymer (plastic) banknote heralds the introduction of advanced banknote technology for the new millennium and rewrites world standards in design. Not only does this leading-edge polymer technology offer immense security benefits but its concepts of cleanliness, environmental responsibility and recyclability set an example for the world to follow.

Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In better-class restaurants, it is usual to tip food and drink waiters up to 10 per cent of the bill for good service.

Porters have set charges at railway terminals, but not at hotels. However, at any time, tipping is a matter of individual choice.

Budgeting

You should work out a budget covering accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account.

The average international student in Australia spends about \$360 per week on accommodation, food, clothing, entertainment, transport, international and domestic travel, telephone and incidental costs. School students in Australia typically spend a little less - about \$265 a week - on accommodation and food, entertainment, transport and associated items. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and lifestyle.

Accommodation

The College does not provide accommodation services, however the following types of accommodation are available for International students:

1. Full Board (Homestay) AU\$200 - AU\$270 per week
2. Student house AU\$150 - AU\$200 per week
3. Half - Board AU\$150 - AU\$200 per week (plus expenses).
4. Leasing a House/Flat AU\$150 - AU\$350 per week (unfurnished)

A useful internet site for housing is: www.housing.qld.gov.au

Overseas Student Health Cover (OSHC)

The Australian Government requires overseas students and any dependants to obtain health insurance for the duration of their visit to Australia. The College can arrange health cover for you for the duration of your studies, after this time you will be responsible for renewing yours and your family's health cover before the expiry date. It is a condition of the Student Visa that you as a student are covered by Overseas Student Health Cover (OSHC) for the entire period of study in Australia. If the College are arranging, the health cover fees must be paid with your tuition fees upon enrolment. The cost of your OSHC will be evident on your Enrolment Form and Letter of Offer.

Health

Ambulance

If you require emergency medical assistance, telephone 000 and ask for the Ambulance Service where paramedics will listen and respond within a few minutes. If you are taken to hospital by ambulance, you will have to pay for the service. However, you can take out an insurance policy to cover this payment.

Health Services

Brisbane and the Gold Coast have a range of world class health services including public and private hospitals; medical practitioners; medical specialists; 24-hour medical clinics; many allied health professional services (chiropractic, dietics, occupational therapy, podiatry, physiotherapy, radiology, speech therapy); and alternative therapies (iridology, naturopathy). Further information can be accessed in the Yellow Pages Telephone Book (www.yellowpages.com.au/) under Medical Practitioners and the Locality Guide that lists medical practitioners and medical centres within each Brisbane and Gold Coast area and suburb. The QLD Health Department website at <http://www.health.qld.gov.au/> provides information on hospitals and other health services. A selection of hospitals located on the Gold Coast:



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CRICOS Provider Code: 03647C RTO Provider Code 45272

Gold Coast Hospital 108 Nerang Street Southport Ph: 5519 8211	Allamanda Private Hospital 21 Spendlove Street Southport Ph: 5532 6444	John Flynn Hospital and Medical Centre Inland Drive Tugun Ph: 5598 9000
Gold Coast Hospital- Robina Campus Bayberry Lane Robina Ph: 5668 6000	Allamanda Surgicentre Level 1, 103 Nerang Street Southport Ph: 5509 8444	Pindara Private Hospital Allchurch Avenue Benowa Ph: 5588 9888
Tweed Hospital and Community Health services Powell Street Tweed Heads Ph: 5536 1133	Pacific Private Hospital 123 Nerang Street Southport Ph: 5556 6222	Palm Beach Currumbin Clinic 37 Billinga Street Currumbin Ph: 5534 4944

Dependants

Where applicants plan to bring school-aged dependants with them, the College must inform them of Australia's schooling obligations and options, including the fact that they may have to pay school fees and should check the Department of Home Affairs website for more information at <http://www.homeaffairs.gov.au/>

Child Care

There are many local Government accredited childcare centres located on the Gold Coast, for example: Southport Kindergarten Southport, Phone: 07 5532 3764

Other local Government accredited child care centres may be found within The Yellow Pages telephone book www.yellowpages.com.au/, or can be obtained at the Australian Child Care Index at <http://www.echildcare.com.au/>, or <http://education.qld.gov.au/earlychildhood/>, or Child Care Information Service Telephone: 1800 637 711

Family Support

Family support can be assessed from a range of local service providers within local newspapers, The Yellow Pages telephone book (www.yellowpages.com.au/), Brisbane City Council, and website:

<http://www.visitbrisbane.com.au/Travel/Default.aspx>. For further information contact:

Citizens Advice Bureau and Gold Coast Legal Service Inc. 2/18 Bay Street, Southport QLD 4215 Ph: (07) 55 329 611 Email: citizens@advicebureau.org.au	Department of Family and Community Services 200 Adelaide Street, Brisbane City 4000 Telephone: 1300 653 227 Fax: 3005 6097 Website: www.facs.gov.au
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Legal Services

If you do not understand the words in a legal document, do not sign it. You should seek advice from the Legal Aid Commission, or a knowledgeable person. The Legal Aid Commission offers free advice, and assistance with applications and legal documents, on the telephone and in person. For further information contact:

Queensland Legal Aid
Herschel Street, Brisbane
Telephone: 1300 65 11 88
Website: <http://www.legalaid.qld.gov.au>

The Anti-Discrimination Commission receives complaints from people who feel they have been treated unfairly, have been discriminated against, or is experiencing sexual harassment. Further information is available from:

Anti-Discrimination Commission



Blue Bay College

CRICOS Provider Code: 03647C RTO Provider Code 45272

Level1, RAMS House
189 Coronation Drive (Corner Cribb Street)
Milton, QLD 4064 Australia
PO Box 2122, Milton, QLD 4064 or Brisbane DX 44037
Telephone: 1300 130 670 or TTY: 1300 130 680
Facsimile: 07 3247 0960
Website: <http://www.adcq.qld.gov.au>

Cost of Living

The Gold Coast is a reasonably priced city providing good quality affordable living and abundant accommodation. Students will need about A\$19,830 per year (excluding tuition) to cover living expenses. According to the Government Website, Study in Australia, Australia is a sophisticated, friendly and affordable country which enjoys one of the highest standards of living in the world. The average international student in Australia spends about \$360 per week on accommodation; food; clothing; entertainment; transport; international and domestic travel; telephone; incidental costs.

The cost of living depends a lot on the kind of accommodation a student chooses. A married student with dependents will need approximately an additional A\$2,970 per year for each dependent. A partner/spouse will require an additional A\$6,940 per year in funds.

The lifestyle in Australia is safe and friendly. Australians have a high standard of living. The climate is pleasant, there is plenty of food and the vast natural resources in Australia enable most people to live well.

Fruit, vegetables and meat are available fresh and at reasonable prices. Clothing and personal effects are usually good quality and available at a wide variety of prices.

Below is a price table of typical daily items. This is only a guide. Remember that you can shop around for items such as clothing and shoes to find a cheaper source.

Weekly expenses - Per person based on a 2 bedroom shared unit (minimum)			
Rent	\$150	Electricity (\$150 per quarter)	\$10
Food (own cooking)	\$80	Mobile Phone	\$15
Public Transport	\$20	Educational (photocopies, disks, etc.)	\$10
TOTAL EXPENSES			\$285

Work conditions for student visa holders

If you are a student visa holder, you and your dependant family members have permission to work included with your visa. You and your family members must not breach the work conditions that apply to your student visa.

Employment and associated information

If you hold a Student Visa and would like to work, prior to starting you must have a Department of Home Affairs approved Work Visa, and a Tax File Number from the Australian Tax Office. You can apply for a work visa and should receive it within 24 hours.

Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number (TFN) if you do not want one. However, any income you earn (including interest on your bank account) will be taxed at a higher rate than when you had given your Tax File Number to your bank or employer.

You can apply for a Tax File Number online: www.ato.gov.au or by filling in the form and posting it. The form can be obtained at a local newsagency or the College International Student Office. Follow the instructions on the form and you will be issued with a Tax File Number within four (4) weeks. Keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank. The Australian Tax Office provides information on taxation and superannuation issues. For further information, please contact: Australian Tax Office Telephone (Free): 13 28 61 Website: www.ato.gov.au

Work conditions for student visa holders



You cannot work until you have commenced your course in Australia. Once your course has commenced you are permitted to work a maximum of 40 hours per fortnight when your course is **in session**, and unlimited hours when your course is **out of session**.

Work that is formally registered as part of your course is not included in the 40 hours per fortnight limitation.

Student visa holders and their dependants who are subject to visa condition [8104 or 8105](#), may take part in volunteer work outside of the 40 hours per fortnight work limitation if:

- their main purpose is to study in Australia and voluntary work remains secondary to this, and
- the work involved would not otherwise be undertaken by an Australian resident, and
- the work is genuinely voluntary for a non-profit organisation and no remuneration, in cash or kind, is received in return for the activity.

Unpaid work that does not fit within the above description of volunteer work, is counted towards the 40 hours per fortnight limitation.

Family members granted permission to work

Family members:

- must not start work until the primary visa holder has commenced their course in Australia
- can work up to 40 hours per fortnight at all times unless the primary visa holder has commenced a course towards a masters or doctoral degree and holds a Student visa (subclass 500). In this case there is no limit on the number of hours a family member might work.

Fortnights

A fortnight is a period of 14 days commencing on any Monday and ending on the second following Sunday.

An example of how 40 hours a fortnight is calculated: After their course has commenced, a student visa holder works the following numbers of hours over a four week period:

- week one - 15 hours work
- week two - 25 hours work
- week three - 25 hours work
- week four - 10 hours work.

In the above example, the total hours worked in week two and week three is more than 40 hours. This means the student is non-compliant with the work limitation and may be subject to visa cancellation.

Defining course in session and out of session

We consider your course to be **in session**:

- for the duration of the advertised semesters, including exam periods
- when you are undertaking another course, during a break from your main course and points from that course will be credited to your main course.

We consider your course to be **out of session**:

- during scheduled course breaks
- if your course has been deferred or suspended in line with [Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students](#)
- if you have completed your course as scheduled (as per the dates listed on your CoE) and still hold a valid student visa
- if your enrolment has been cancelled due to the [default of your education provider](#) until you secure alternative enrolment and commence the course.

Additional information about student visa work conditions



You can view your visa online using [Visa Entitlement Verification Online \(VEVO\)](#). VEVO is a free internet service available 24 hours a day, seven days a week. It allows you, and your employer or education provider (with your permission), to view your visa details online.

Tax file number

You must obtain a Tax File Number to be able to work in Australia. This is available from the [Australian Tax Office](#).

Your workplace rights

Workers in Australia – including visa holders with permission to work – have rights under Australian workplace law.

The Fair Work Ombudsman Pay and Conditions Tool (PACT) is available at <https://calculate.fairwork.gov.au/> provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

More information is available about Workplace rights - for all visa holders working in Australia available at <https://www.homeaffairs.gov.au/trav/work/work/workplace-rights>

Workplace rights for all visa holders working in Australia

All workers in Australia have rights and protections at work. This includes foreign nationals, whether they are working lawfully, are working in breach of their visa conditions, or have overstayed their visa. Your employer must comply with Australian workplace and immigration laws.

Pay rates and workplace conditions are set by Australian law.

The Pay and Conditions Tool (PACT) at <https://calculate.fairwork.gov.au/> 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 at <https://www.safeworkaustralia.gov.au/doc/information-sheet-working-safely-australia-english>

Your employer cannot cancel your visa

Only the Department of Home Affairs 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.

Fair Work Ombudsman

Do you know that international students have the same workplace rights as all other workers in Australia? The Office of the Fair Work Ombudsman is a government agency that can provide free help to international students working in Australia.

They can be accessed at <https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants>

You may have a part-time or casual job while you study in Australia. Depending on the job, most people should be paid at least \$18.29/hour; and over \$22.86/hour if you are a casual employee. You may be entitled to even more than this depending on the industry you work in, or if penalty rates apply to your shifts. If you need help checking your pay rate, or if you have concerns with your hours of work, please contact us or use our Pay Calculator at <https://calculate.fairwork.gov.au/>

We encourage you to visit the website www.fairwork.gov.au to get informed and, if you are unsure, seek their help. They have information about work entitlements in multiple languages. They also have an App called 'Record My Hours' for your smartphone that records your hours of work for you. It's available for both Apple and Android phones.



If there's a problem with your pay or if other issues arise at your work, the College encourages you to speak to The Fair Work Ombudsman Under an arrangement with the Department of Home Affairs they can offer you some protections even if you're in breach of your visa conditions.

"International students have the same rights as all workers in Australia."

The Ombudsman helps international students like you every day. So call their Infoline on 13 13 94 or call 13 14 50 for their Translating and Interpreting Service. If you have an issue at work but don't want to tell them who you are, you can tell them anonymously through their website in English or in one of 16 other languages.

Protections exist for all workers and you can't be paid below the minimum pay rates. Please seek their help if you think something doesn't seem right.

Health and Safety

The following procedures and standards must be observed to achieve a safe working and learning environment:

- Maintain a safe, clean and efficient, working environment.
- Implement procedures and practices, in a variety of situation, in accordance with State and Local Government Health regulations.
- Store and dispose of waste according to health regulations.
- Clean walls, floor and working surfaces to meet health and safety standards without causing damage.
- Check all equipment for maintenance requirements.
- Refer equipment for repair as required.
- Store equipment safely.
- Identify fire hazards and take precautions to prevent fire.
- Safe lifting and carrying techniques maintained.
- Ensure student safety at all times.
- Ensure procedures for operator safety are followed at all times.
- All unsafe situations recognised and reported.
- Implement regular fire drills and provide first aid courses to all staff and participant.
- Display first aid and safety procedures for all staff and participants to see.
- Report any identified Workplace Health and Safety hazard to the appropriate staff member as required.

Accidents and First Aid

All accidents must be reported at Reception. Follow-up will be completed the following day to ensure the student's wellbeing. In the event of a student requiring First Aid, a trainer or staff member will administer First Aid and the student must complete the Incident Form. Should medication be required, students will be referred to a medical assistant and if necessary will be accompanied by a staff member. In the case of an emergency staff will call an ambulance and stay with the student until it arrives.

Critical Incidents – inform the College immediately

A critical incident is defined as a traumatic event, or threat of such (within or outside of Australia) which causes extreme stress, fear or injury. Critical incidents could include:

- Missing students
- Verbal or psychological aggression
- Death, serious injury or the threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse.
- Non life-threatening events that could still be classed as critical incidents.

When a critical incident occurs, students can call immediately on 07 5661 6945 and ask for help. If this number is busy or unavailable then you can call on this mobile 0418 108 639. If the incident is life threatening students should call Emergency Services on 000 immediately.



The General Manager of Blue Bay College will call a meeting with the appropriate staff members to form a Critical Incident Team/Critical Incident Coordinating Group. This group contains the Student Counsellor and Training Manager who has a First Aid Certificate and experience to handle such incidents. The Educational Services for Overseas Students Act 2000 (ESOS Act) requires the college to notify The Department of Home Affairs as soon as practical after the incident.

Weekends and Nights Safety and Security of Students

The safety and security is of utmost importance to the College and we have put in place steps to minimise any potential safety issues arising from weekend or night classes:

- Students will be informed of any security system that is in place.
- There is adequate lighting on entry and exits.
- Classrooms and workshops will be supervised by a trainer at all times.
- Students will be advised to arrive and depart in pairs or small groups.
- Students will be accompanied by the College's personnel from and to their transport if arriving or leaving on their own at night or on weekends, and/or if their regular scheduled public transport is more than 500 metres from the campus.
- The College's Student Counsellor is available during College hours to assist with any concerns.

ESOS Framework – Providing quality education and protecting your rights

Australia welcomes international students

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia's education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the *Education Services for Overseas Students Act 2000* and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at <http://cricos.education.gov.au>.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia's quality education and training services, ESOS supports Australia's migration laws as they relate to international students.

You can find out more about Australia's education system by visiting the Study in Australia website at <http://www.studyinaustralia.gov.au/> and Australian Education International's website at www.internationaleducation.gov.au. The ESOS National Code is available at www.internationaleducation.gov.au

What you need to know about being an international student in Australia

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider's contact officer or officers for overseas students
- what your provider's requirements are for satisfactory attendance
- what your provider's requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled



- a complaints and appeals process.

Your responsibilities as an international student in Australia

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the Department of Home Affairs website at www.homeaffairs.gov.au

Easy Guide to the ESOS Framework brochure

Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2018.

A full copy of the ESOS Framework is available at www.aei.gov.au/ESOS The ESOS Student Fact Sheet is available at: <https://internationaleducation.gov.au/Regulatory-Information/Documents/esosstudentfactsheetv4>

Using an education agent

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia's international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Home Affairs website for more information at www.homeaffairs.gov.au

International students do not have to use an education agent. You can lodge an enrolment directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.

Finding the right education provider for you

You can find out more about Australia's education system through Austrade and their website at <http://www.austrade.gov.au/Education/Services>.

CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at <http://cricos.education.gov.au/>

Written agreements or contracts between the student and provider

When you have been accepted to enrol with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enrol with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study and other information from your provider and your provider's agent before you enrol
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement



- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.

Transferring between education providers

Under the National Code 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are released by their current provider or can demonstrate exceptional circumstances.

Blue Bay College will only consider releasing a student who has a valid enrolment offer from another registered education provider and:

- the transfer is in the overseas student's best interests, including but not limited to where the registered provider has assessed that:
 - the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements)
 - there is evidence of compassionate or compelling circumstances.
 - the registered provider fails to deliver the course as outlined in the written agreement
 - there is evidence that the overseas student's reasonable expectations about their current course are not being met
 - 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
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

Students must also complete an Application to Transfer form and refer to the Refund Policy. If granted the College will release the student and update PRISMS.

Where a release is not granted, the student will be provided with written reasons for refusing the request, and be informed of their right to lodge an appeal.

Support for international students

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying.

Tuition protection

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).



Student complaints and appeals

The Complaints and Appeals form can be provided by Reception or email info@bluebaycollege.com.au and we will forward one to you.

- Students who are concerned about the conduct of the College are encouraged to attempt to resolve their concerns using this procedure.
- The procedure will be implemented at no cost to the student.
- The procedure will commence within 5 working days of the formal lodgement of the complaint or appeal and supporting information.
- For all complaints or appeals (except informal complaints) a maximum time of 20 working days from the commencement of the formal complaint process will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.
- Students will be advised within 10 working days of the completion of the resolution phase of their right to access an external complaints and appeals process if they are not satisfied with the internal outcome.
- The RTO must immediately implement any decision or recommendation in favour of the overseas student through the internal or external appeals process.
- Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, or all parties agree in writing to extend the resolution time beyond 60 days, the RTO will:
 - Inform the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
 - Regularly update the complainant or appellant on the progress of the matter.
- Appeals against an assessment result must be lodged within five (5) working days of the assessment decision using the Complaints and Appeals form.
- All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.
- At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.
- Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.
- For complaints and appeals:
 - The student will have an opportunity to formally present their case, in writing or in person at no cost to the student
 - The student may be accompanied and assisted by a support person at any relevant meetings.
 - Students will be notified in the event that any complaint or appeal will take longer than 60 days to finalise.
 - At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.
- The following matters must be lodged as formal internal appeals within 20 working days of notification of an intention to report the student to the Department of Education and Training or the Department of Home Affairs in order to be considered by the College.
 - Deferral of commencement, suspension or cancelling a student enrolment
 - Non achievement of satisfactory course progress
 - Non achievement of course attendance requirements
- A student's enrolment must be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome has not been determined except in cases where the College is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment. (see the next requirement)
- In cases where the College is intending to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment, the College only needs to await the outcome of the internal appeals process (supporting Blue Bay College) before notifying the Department of Education and Training and the Department of Home Affairs through PRISMS of the change to the student's enrolment unless extenuating circumstances relating the student's welfare apply.



- Extenuating circumstances' relating to the welfare of the student must be supported by appropriate evidence and may include, but are not limited to the student:
 - having medical concerns, severe depression or psychological issues which lead the College to fear for the student's wellbeing;
 - having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
 - being at risk of committing a criminal offence

External Appeal

- If the complainant is dissatisfied with the outcome of their appeal, they will be advised within ten (10) working days of concluding the internal review that they may lodge an external appeal.
- Students should note that in most cases, the purpose of the external appeals process is to consider whether the College has followed its policies and procedures, rather than make a decision in place of the College.
- The external person to hear a student complaint on behalf of a student is to be engaged from the Queensland Training Ombudsman www.trainingombudsman.qld.gov.au Freecall: 1800 773 048, the National Training Complaints Service Call: 13 38 73 www.education.gov.au/NTCH or the Overseas Students Ombudsman www.oso.gov.au.
- If the above bodies are unable to assist, for issues surrounding consumer protection, students may access the Queensland Office of Fair Trading or The Australian Competition and Consumer Commission.
- The College will make specific arrangements for independent review of complaints about issues not covered by any of the above bodies.
- The College will pay for costs of mediation.

Further Action

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*. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.

International Students Unresolved Complaints and Appeals

Where an international student Complaints and Appeals is unable to be resolved, the matter may be referred to the Overseas Students Ombudsman.

The Overseas Students Ombudsman is the body that investigates Complaints and Appeals about problems that overseas students have with private education and training in Australia. The Ombudsman's services are free, independent and impartial.

The Overseas Students Ombudsman:

- investigates Complaints and Appeals about problems that overseas students have with private education and training in Australia
- provides information about best practice Complaints and Appeals handling to help private education providers manage internal Complaints and Appeals effectively
- considers, free of charge, external appeals under Standard 10 of the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students

Please find more information on the OSO website (<http://www.oso.gov.au/>)

Critical Incident

Any complaint raised by a student that the Student Counsellor, General Manager or Training Manager considers may be a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury must be reported to the College General Manager or the most senior person available, and will trigger implementation of the critical incident procedure.

Course Progress

- Under the National Code 2018 of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in



the Confirmation of Enrolment (CoE) letter. An education provider can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

- As directed by the National Code of Practice (2018), the College is required to monitor students' academic performance and the course progress of each student for the course in which the student is currently enrolled. Students' course progress is assessed during and at the end of each compulsory study period.
- A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence. A compulsory study period does not include periods in which the student can elect to undertake additional studies. Generally a compulsory full-time study load is minimum twenty (20) hours scheduled attendance/contact per week (on average over the study period).
- Study period means one term of study for VET students of 11 weeks.
- Study period referred to in this policy for ELICOS students means level (or course).

Note: Monitoring of Course Progress is on-going for ELICOS students. Formative assessment activities are scheduled throughout the course timetable that monitor student learning to enable ongoing and constructive feedback used by students to inform and improve their learning, and teachers to improve their teaching. Formative assessment will typically be conducted weekly based on previous week's content and learning.

Short 'quick unit tests' are administered weekly upon completion of each course book unit.

Students who are not maintaining satisfactory grades (e.g., over 50%) on any unit assessment will be counselled to determine any appropriate intervention strategies and may be moved to a lower level class (determined by the teacher and academic management).

Proficiency tests provide a measurable learning outcome for the progress of individual students. These results are used to determine whether a student is ready to move to the next level. By monitoring their progress, students are kept informed of progress in meeting individual goals.

Blue Bay College abide by their Attendance Policy.

- Being "at risk" of not meeting satisfactory course progress requirements occurs when a student:
 - fails more than 50% of units in a study period; or
 - fails two or more units in a study period; or
 - fails a prerequisite unit in a study period; or
 - fails two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
 - during a study period falls behind the trainers expected progress and is reported by the trainer to the Training Manager or Academic Head;
 - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Training Manager or Academic in accordance with the College's Completion within the expected duration procedure; or
 - is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the students' capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the "at risk" status as prolonged absences for any reason place a student at risk of failure and is reported to the Training Manager.
- Failing a unit means being assessed as "Not Yet Competent" for a completed unit.
- Unsatisfactory progress means that a student has been identified as having failed more than 50% of units in two (2) consecutive study periods.
- The Training Manager or Academic Head is responsible for the implementation and monitoring of the intervention strategy.

ELICOS Attendance Monitoring

- This policy applies to:
 - a. All international students on an Australian government student visa who are studying an ELICOS course with the RTO.
 - b. All staff with responsibilities for teaching and supporting students enrolled in ELICOS programs.
- International students undertaking an ELICOS program must attend 80% of their scheduled hours in a study period which is 50% of the duration of a General English level for ELICOS students (or course, if their course is less than a semester/study period). If they do not do this, this constitutes a visa breach and the



RTO must report these students to The Department of Home Affairs through PRISMS, under section 19 of the ESOS Act.

- The RTO must record the attendance of each ELICOS student for the scheduled course contact hours which are 20 hours per week for each CRICOS registered course in which the student is enrolled.
- The RTO records attendance and requires a minimum attendance of 80%, but may decide not to report a student for breaching 80% if:
 - a. there is documentary evidence demonstrating that compassionate or compelling circumstances apply (as outlined in the RTO's Deferment, Cancellation and Suspension policy);
 - b. the student is attending at least 70% of the course contact hours for which he/she is enrolled; and
 - c. this is consistent with the RTO's documented attendance policies and procedures.
- The RTO is responsible for maintaining and monitoring attendance records. This enables the RTO to identify and offer support to those at risk of not completing their studies within the expected duration of study (Completion within expected duration policy) and who are at risk of failing to meet attendance requirements.

Deferral of commencement, suspension of studies, cancellation of enrolment

- To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education and Training, and the Department of Home Affairs through Provider Registration and International Student Management System (PRISMS) of the deferment or suspension of enrolment.
- A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.
- Compassionate or compelling circumstances are generally those that are beyond the control of the student, and which may affect their well-being or their progress such as a serious injury, illness, traumatic experience or the death of a close family member. It may also include when a student does not receive their visa in time, major political upheaval or a natural disaster in the student's home country.
- Students will be informed in writing of the outcome of their request for deferral or suspension.
- The standard also allows providers to defer or temporarily suspend the enrolment of students due to misbehaviour of the students. Misbehaviour of students can also be grounds for cancellation of studies as long as the student was informed of this prior to enrolment.
- The College may suspend or cancel an overseas student's enrolment on the basis of, but not limited to:
 - Student misconduct as defined in the Misconduct Policy;
 - As part of the intervention strategy for unsatisfactory progress as defined in the Course Progress Policy;
 - In compassionate and / or compelling circumstances as determined by the CEO.
 - the compassionate or compelling circumstances which warranted the deferral or suspension of studies cease to exist
 - Fraudulent evidence or documents given to the registered provider.
 - the overseas student's failure to pay the required amount to undertake or continue the course as stated in the written agreement; or
 - a breach of course progress or attendance requirements (if applicable) by the overseas student.
- The student will be notified in writing of the reasons for the cancellation and given 20 working days to access the College's internal Complaints and Appeals process.
- If the student appeals the decision to defer, suspend or cancel his or her studies, the provider must not notify the Department of Education and Training, and the Department of Home Affairs of a change to the enrolment status until the internal complaints and appeals process is completed.
- Providers inform the Department of Education and Training, and the Department of Home Affairs via Provider Registration and International Student Management System (PRISMS) when a student's enrolment is deferred, suspended or cancelled.

Emergency Numbers and Contact Details

POLICE **000**
AMBULANCE **000**



Blue Bay College

CRICOS Provider Code: 03647C RTO Provider Code 45272

FIRE

000

1. Dial 000 and request the service that you need.
2. Remember to remain as calm as you can.
3. Speak clearly and give the requested details.

Helpful Local Contacts

Southport Police Station	13 14 44	96 Scarborough Street, Southport
Police Beat Southport	5558 6750	Australia Fair, 42 Marine Parade, Southport
Gold Coast Community Legal Centre & Advice Bureau	(07) 5532 9611	34 Railway Street, Southport
Legal Aid - Southport	(07) 3496 7100	2/7 Bay Street, Southport
Gold Coast Legal Advice Hotline	(07) 5571 1982	155 Scarborough Street, Southport
Multicultural Communities Council Gold Coast and CURA Community Services	(07) 5527 8011	1 Dominions Road, Ashmore
Southport Medical Centre	(07) 5555 4222	100 Marine Parade, Southport
Primary Medical & Dental Centre Southport	(07) 5680 0000	178 Nerang Street, Southport
Beyond Blue Mental Health Support	1300 22 4636	
Gold Coast University Hospital	1300 744 284 Open: 24 Hours	1 Hospital Boulevard, Southport
Gold Coast Employment Service	5591 9199 1300 4 GCESS (42377)	4/127 Nerang St, Southport QLD 4215
SEEK Employment	www.seek.com.au	Online
TURSA	5596 0366	30 Price Street, Nerang QLD 4211
Labourpower Recruitment Services	5510 3700	9 Lawson Street, Southport
Job Centre Australia	5571 1933	6 Park Lane, Southport

Other Helpful Contacts

Type of Service	Name of Service	Telephone Number
AIDS advice and Counselling	AIDSLINE	1800 133 392
Abortion and Grief Counselling	Abortion and Grief Counselling	1300 363 550
Alcohol and Drug Counselling	Alcohol, Tobacco and other Drug Services	1800 177 833
Drug Counselling	Family Drug Support	1300 369 186
Australian Search and Rescue	Australian Search and Rescue	1800 815 257
Coroner's Office	Office of State Coroner	(07) 3239 6193
Funeral Director	Australian Funeral Directors Association	(03) 9859 9966
Sexual Assault	Centre Against Sexual Assault	1800 806 292
Crisis Care	Crisis Care	1800 177 135
Pregnancy	Crisis Pregnancy	1800 650 840
Domestic Violence	Domestic Violence 24x7	1800 811 811
Animal Diseases	Emergency Animal Disease Watch	1800 675 888



Blue Bay College

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Problem Gambling Counselling	Gamblers Anonymous	1800 002 210
Quit Smoking	Quit Line	131 848
Suicide Help	Suicide Helpline	13 11 14
Poison Information	Poison Information Centre	13 11 26
Grief Counselling/ Suicide Prevention	Salvation Army	1300 363 622
Interpreting Services	QLD Government Telephone Interpreters	131 450
Local Embassies or Consular Representatives	Department of Foreign Affairs and Trade	1300 555 135
Lifeline	General Counselling	131 114
Police Beat Brisbane City Southport	65-69 Adelaide Street, Brisbane city Australia Fair, 42 Marine Parade, Southport	3244 4444 5558 6750
Community Contact Centre	Community Information	1300 369 003