



# Student Handbook

BCC Institute

a division of Bankstown Community College Incorporated

RTO Code: 90357 CRICOS Code: 03447M

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### **About the Student Handbook**

This student handbook is your guide to BCCI. Inside you will find information on how the college works, where students should go, and who they should see to resolve problems.

Policies, procedures, and regulations are outlined so that you understand how the College operates.

### **Disclaimer**

BCCI attempts to ensure that the information distributed is accurate and up to- date, but sections may be amended without notice. Persons intending to act on any information contained herein should first check with the college to ascertain whether any updated information is available in respect of the relevant material. BCCI, its agents and employees will not be liable for any loss or damage arising directly or indirectly from the possession, publication or use of reliance on information obtained from distributed information. It is provided in good faith without express or implied warranty.

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# Introduction

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## ORGANISATION OVERVIEW

BCC Institute (BCCI) is a division of

Bankstown Community College Inc. was established in 1986 as a not-for-profit institution offering leisure and employment-support classes to adults throughout Bankstown and Canterbury Local Government Areas.. It became a Registered Training Organisation in 1996 and is now known as BCC Institute or BCCI. It is registered by the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisations 2015. The College is also listed on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

BCCI is ideally located in the heart of Bankstown Central Business District and is within 8 minutes' walk of Bankstown suburban railway station, bus interchange and Bankstown Centro Shopping Mall.

BCCI is a multicultural college and this is reflected in its staff and students.

### Vision Statement

BCCI strives for excellence in training and in all aspects of its organisation.

### Student Handbook

This Student Handbook will provide you with all the information you need to know about studying at BCCI. It covers all information needed by both domestic and international students. However, there are sections that apply only to international students.

## LOCATION

BCC Institute:

Level 1, 457 Chapel Road Bankstown NSW 2200

Tel 02 9793 8155

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

Web: [www.bcci.edu.au](http://www.bcci.edu.au)

## GETTING TO BCCI

BCCI is an 8 minute walk from Bankstown Station, which is one of Sydney's major public transport hubs. To find the easiest way to Bankstown Station from your accommodation, go to <http://www.transportnsw.info/> or download the Opal Travel app for phones.

On the next page is a map of the area, including Bankstown Railway Station and Chapel Road, where the college is located.



# Bankstown Visitor Centre - City Map



## ENTERTAINMENT AND ACCOMMODATION

- ★ H6 The Bellini Bankstown Function Centre  
2-10 Restwell Street
- ★ F5 Hoyts Bankstown  
Cnr Jacob Street & The Mall
- ★ **Accommodation**
- ★ H1 Bessie Tree Bankstown  
477 Chapel Road
- ★ F10 Travelodge Sports Bankstown  
& Greenfield Parade
- ★ **Licensed Clubs**
- ★ J9 Bankstown Polish Club  
9 - 15 East Terrace
- ★ E5 Bankstown S.L.U. Club  
32 Kilsbaker Parade
- ★ F10 Bankstown Sports  
& Greenfield Parade
- ★ G9 Bankstown Sports Bowls  
41 North Terrace
- ★ D5 Club Meredith  
16 - 20 Meredith Street

## SERVICES

- 1 E4 Ambulance Station  
Cnr Meredith Street and Rickard Road
- 2 D8 Bankstown Arts Centre  
Cnr Olympic Parade and Dale Lane
- 3 G6 Bankstown Central Library  
62 The Mall
- 4 I4 Bankstown City Council Administration Building  
Civic Tower - 65 - 77 Rickard Road
- 5 G1 Bankstown College of TAFE  
500 Chapel Road
- 6 G5 Bankstown Council Chambers  
Civic Centre - Cnr Chapel Road & The Mall
- 7 F6 Bankstown Local Court  
Cnr Chapel Road & The Mall
- 8 G4 Bankstown Town Hall Function Centre  
Civic Centre
- 9 I4 Bankstown Visitor Centre  
Ground Level, Bankstown City Council  
66 - 77 Rickard Road
- 10 E8 Bankstown Mural  
Bankstown City Plaza
- 11 Hospital - See Local Government Map
- 12 D7 Police Station  
2 - 14 Meredith Street
- 13 H9 Post Office  
20 Restwell Street
- 14 K5 Post Office  
Shop 12, Level 3 - Centro Shopping Centre
- 15 G7 Women's Rest Centre  
Swans Reserve - North Terrace
- ★ **After Hours Medical Centres**
- 16 H4 Primary Health Care Medical Centre  
67 Rickard Road
- 17 G10 Freshwell Street Medical Health Centre  
Shop 2 & 3 19 Restwell Street
- 18 J4 Rickard Road After Hours Medical Centre  
(including chemical)  
Suite 1 & 4 Rickard Road
- ★ **Shopping**
- 19 J4,K4,L4,M4,J5,K5,L5,M5,H6,K6,J6,K6,L6,M6  
Centro Bankstown Shopping Centre  
12 - 41 North Terrace
- 20 G6 Compass Centre  
89 North Terrace
- 21 D9,D8,E8,E9,F8,G6 Bankstown City Plaza Shopping and Food Precinct  
Bankstown City Plaza

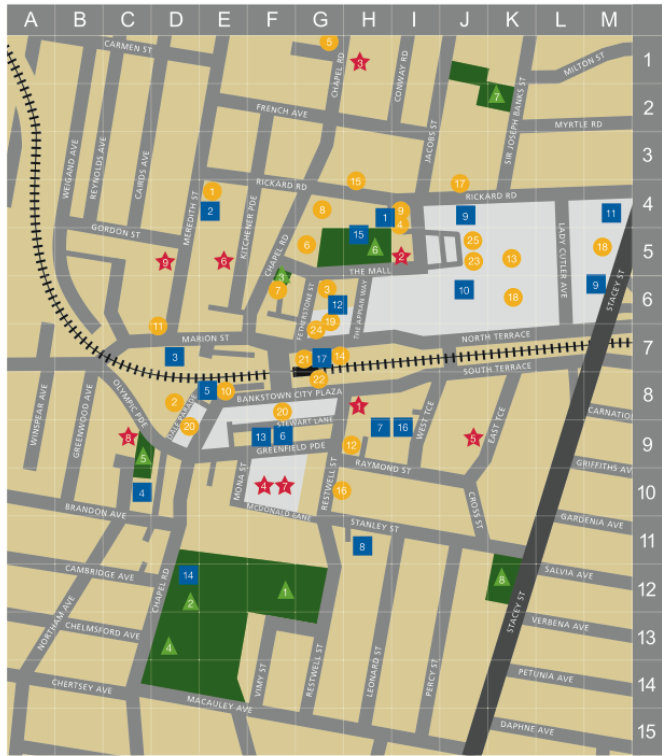
- ★ **Transport**
- 2 G7 Bankstown Station - Bankstown Line  
Between City Plaza & North Terrace
- 3 G8 Bus Interchange - Bankstown Station Area  
South Terrace
- 4 J5 Bus Interchange - Centro Shopping Centre  
Off The Mall
- 5 G7 Taxi Rank - Bankstown Station Area  
North Terrace
- 6 J5 Taxi Pick-Up Area - Centro Shopping Centre  
The Mall

## PARKS AND GARDENS

- ▲ F12 Bankstown City Gardens \*  
Cnr Ross Street & Restwell Street
- ▲ D12 Bankstown Memorial Oval  
Cnr Chapel Road South & Macaulay Avenue
- ▲ F5, F6 Court House Reserve  
Cnr Chapel Road & The Mall
- ▲ D13 Gardens Thomas Oval \*  
Cnr Chapel Road South & Macaulay Avenue
- ▲ G9, C10 Griffin Park \*  
Northman Avenue
- ▲ G5, H5 Paul Keating Park \*  
The Mall
- ▲ J1,K2 R.M. Campbell Reserve  
Sir Joseph Banks St
- ▲ K12 Swans Reserve \*  
Cnr Stacey Street & Stanley Street

## PARKING AND AMENITIES

- 1 H4,I4 P1 Council Administration Building and Hoyts Car park  
Cnr Rickard Road & Jacob Street
- 2 E4 P2 Meredith Street Car park  
Meredith Street
- 3 D7 P3 Marston Street Car park  
Marston Street
- 4 C10 P4 Brandon Avenue Car park  
Brandon Avenue
- 5 E8 P5 Dale Lane Car park  
Dale Lane
- 6 F9 P6 Greenfield Parade Car park  
Greenfield Parade
- 7 H8,H9 P7 West Terrace Car park  
West Terrace
- 8 H11 P8 Stanley Street Car park  
Stanley Street
- 9 J4 P9 Centro Car park  
Centro Bankstown
- ★ **Public Toilets**
- 10 J6 Public Toilets T1 Centro Shopping Centre 1  
Centro Bankstown - North Terrace
- 11 M4 T2 Centro Shopping Centre 2  
Centro Bankstown - North Terrace
- 12 G6 T3 Compass Centre  
North Terrace
- 13 F9 T4 Greenfield Parade Car park  
Greenfield Parade
- 14 D12 T5 Memorial Oval  
Cnr Chapel Road South & Macaulay Avenue
- 15 H5 T6 Paul Keating Park  
Civic Centre - The Mall
- 16 I9 T7 West Terrace Car Park  
West Terrace
- 17 G7 T8 Women's Rest Centre  
North Terrace



There's always more to explore in Bankstown  
visit  
[www.bankstown.nsw.gov.au](http://www.bankstown.nsw.gov.au)

Make a splash at your local pool  
Birrong, Greenacre, Revesby and Villawood

Get fit and have fun with Bankstown Council's Sport-A-Month free activities  
Active Bankstown

Lose yourself in a world of wonder at your local library - Bankstown, Chester Hill, Greenacre, Padstow, Panania

It's all about the food when you visit [bankstownbites.com.au](http://bankstownbites.com.au)  
Bankstown bites

## CONTACT INFORMATION AND EMERGENCY CONTACTS

### BCC Institute Main Contact Details

Designated official point of contact – Administration and Enrolment Officer. This person will have access to up to date details of BCCI's support services.

Level 1, 457 Chapel Road Bankstown NSW 2200

Office opening hours: Monday to Friday 9:00am – 4:00pm

Telephone: 61 2 9793 8155

### Emergency Telephone Numbers:

Police, Fire, Ambulance – Dial 000

### Department of Home Affairs

Dial 131 881

<https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations>

Parramatta Office: 9 Wentworth Street Parramatta NSW 2150

### Local Medical Centres:

Rickard Road Medical Centre: 41 Rickard Road Bankstown Tel: 02 9708 3611

Bankstown Medical Centre: 1 North Terrace Bankstown Tel: 02 9793 2022

**Transport:**

Public transport, trains buses and ferries:

Transport for NSW Phone: 131500 Web: [www.transportnsw.info](http://www.transportnsw.info) or download the [Opal Travel app for phones](#).

Local taxi companies:

Premier Cabs Phone: 131 017

Legion Cabs Phone: 131 451

**Public Facilities:**

There is a major shopping centre located a block away from the College at Centro Bankstown, Cnr Rickard Road and Jacobs Street, Bankstown. Centro Bankstown has major banks including ATMs, a post office, food and shopping.

**COURSES PROVIDED**

BCCI courses are nationally accredited and recognised, fulfilling the requirements of the relevant Training Packages.

BCC Institute offers the following courses:

- CHC30113 Certificate III in Early Childhood Education and Care CRICOS Code: 089974K
- CHC50113 Diploma of Early Childhood Education and Care CRICOS Code: 090575D
- BSB40215 Certificate IV in Business CRICOS Code: 089160D
- BSB51918 Diploma of Leadership and Management CRICOS Code: 098837M

# Admission and Enrolment

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## ENTRY REQUIREMENTS

BCC Institute accepts applications from all students who meet the entry requirements published in the course outline. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

## SELECTION CRITERIA

If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the form) such as verified copies of qualifications, identification including your passport, schooling and evidence of English Language level (within the last 2 years).

English language competence can also be demonstrated through verified documented evidence of any of the following:

- Students are 18 years of age or over
- Students have achieved a minimum General Training IELTS score of 5.5 with no band under 5.5 (for international students).
- Students were educated for 5 years in an English speaking country.
- Students have completed at least 6 months of a Certificate IV level course in an Australian RTO.
- Students have successfully completed High School in the English Language

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Handbook on Course Credit on page 21.

## USE OF RECRUITMENT AGENTS

BCCI appoints recruitment agents to promote courses to prospective students. Agents are responsible for providing the information outlined in the selection criteria prior to enrolment. Agents may provide education counselling to prospective students as well as marketing and promotions.

## ENROLMENT PROCESS

\*Prior to enrolment, students are advised to read the relevant course flyer and the Student prospectus which provide specific course information including course structure, subjects, course delivery and fees.

1. Enrol online or get a copy of these documents, either from the website or by contacting the BCCI office:
  - a. *Enrolment Application Form*

- b. *Relevant Course Information Outline(s)*
  - c. *Student Handbook*.
2. Complete the *Enrolment Application Form* and gather all the necessary documentary evidence e.g:
  - a. Valid Australian passport copy or Australian Drivers License (if applicable)
  - b. Valid Foreign passport copy (if applicable)
  - c. Valid visa (if applicable)
  - d. High School Certificate or other relevant certificates
  - e. Proof of English Language Proficiency, General Training IELTS score of 5.5 with no band under 5.5 (if applicable)
  - f. Any other relevant documents to support your application.
3. Send the *Enrolment Application Form* plus the required documentary evidence, plus proof of payment of the (non refundable) Enrolment Application Fee of AUD \$200 and tuition deposit fee to:

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

or

BCC Institute

PO Box 3004

Bankstown Square NSW 2200

Payments can be made by **Direct Bank Deposit** to

Name of Bank: **Commonwealth Bank of Australia**

Account Name: **Bankstown Community College Inc.**

BSB: **062111**

Account Number: **000909654**

or by

**PayPal:** [info@bccci.edu.au](mailto:info@bccci.edu.au)

4. You will be contacted within 7 days with the outcome of your application and to confirm your details.
5. Once approved you will be sent:
  - a. A *Letter of Offer* and a *Student Agreement* setting out the terms and conditions of your enrolment and details of your course.
  - b. An invoice with the fees payable and timing for payments.
6. Check all details and then sign and return the *Student Agreement* so that your enrolment can be confirmed.
7. Overseas students will be issued with a Confirmation of Enrolment (CoE) following receipt of the signed Student Agreement as well as evidence of Overseas Student Health Cover (OHSC) and payment of fees.

## FEES AND CHARGES

A (non refundable) Enrolment Application fee of \$200, + Term 1 Tuition Deposit are required to process your application.

You can find up to date fees and charges information in the course information outline for your course and the Enrolment Application Form. Please note fees are subject to change without notice.

All fees and charges must be paid in Australian Dollars (AUD).

These fees and charges will be shown in your Student Agreement, once your application is accepted, and in the invoice that you receive on enrolment. You can pay your fees by direct bank deposit or by PayPal. EFTPOS facility is available when paying in person at the BCCI office.

All prepaid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for provision of Education to International students.

Course fees stated include all administration, required books & materials, tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to 3 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a reassessment fee.

BCC Institute has the following additional charges

- ◆ Materials fee: \$200
- ◆ Re-assessment fee: \$200
- ◆ Fee for replacement testamurs: \$75

Details are found in the written agreement that you signed at the commencement of your course.

BCCI is not responsible for any monies paid to agents or third parties.

## LATE PAYMENTS

Students who are experiencing difficulty in paying their fees are invited to call our office to make alternative arrangements for payment during their period of difficulty. Students with long term outstanding accounts may be withdrawn from their course if payments have not been received and no alternative arrangements for payment have been made.

## REFUNDS

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment and all the terms and conditions specified.

The Enrolment Application Fee of \$200 paid at the time of application to BCCI is NON-REFUNDABLE.

All course fees outlined in the Course Outline include a tuition deposit. The deposit is non-refundable except in the unlikely situation where BCCI is required to cancel a course due to insufficient numbers or for other unforeseen circumstances in which case students will be refunded 100% of the deposit.

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to BCCI using the *Withdrawal Form* and *Refund Application Form* outlining the details and reason for their request. Students who have not completed a *Withdrawal Form* are ineligible for consideration.

When the refund is approved, BCCI will:

- Issue a statement detailing how the refund was calculated
- Issue the refund within 14 days of receipt of the *Refund Application Form*.

#### **A. Refund prior to course commencement**

##### **Domestic Students**

- 100% refund of course fees where BCCI cancels the course prior to commencement
- 90% refund of course fees where the student withdraws **29 days or more** prior to the course commencing
- 80% refund of course fees where the student withdraws **8 - 28 days or more** prior to the course commencing
- 0% refund of course fees where the student withdraws **0 - 7 days** prior to course commencement.

##### **International Students**

- 100% refund of course fees where BCCI cancels the course prior to commencement
- 100% refund of course fees where student is refused a visa
- 80% refund of course fees where a student withdraws **29 days or more** before course commencement
- 50% refund of course fees where a student withdraws 0 – 28 days before the course commencement.

#### **B. Refund after course commencement**

##### **Domestic Students**

- 0% refund where the student withdraws after commencement.

##### **International Students**

- A partial refund will be paid in the event of BCCI default. The refund will be calculated from the day of the default as per section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the provider is in default
- If a student is refused a visa but has already commenced their course, non-tuition fees will not be refunded. However, tuition fees will be refunded from the day of the student default as per Section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The student will be refunded the weekly tuition fees multiplied by the number of weeks the student is in default.

#### **C. Other circumstances where no refund (0%) will be provided**

##### **Domestic Students**

- If the enrolment is terminated because of a failure to comply with BCCI's policies
- If a student has supplied incorrect, false or misleading information.

##### **International Students**

- If a student is refused a visa and the reason for the refusal is:
  - Did not start the course at the location on the agreed starting day or
  - Withdraws from the course at that location or
  - Did not pay the course fees due
- BCCI terminates a student's enrolment because of a failure to comply with BCCI's policies, unsatisfactory academic progress or attendance
- If a student is in breach of their student visa conditions
- If a student has supplied incorrect, false or misleading information.

BCCI may consider written requests for refunds due to exceptional circumstances and may increase the refund amount.

- D. The specific amount of any refund will be determined in Australian Dollars (AUD). Any exchange rate differences are borne by the student applicant. BCCI takes no responsibility for exchange rate variations between the time the student pays the fees and the time the refund is paid back to the student by BCCI.

## **EXCEPTIONAL CIRCUMSTANCES**

BCCI may consider written requests for refunds due to exceptional circumstances and may increase the refund amount beyond the levels provided.

Acceptance of money appropriately refunded within the amounts detailed in part A,B and C does not preclude an application for exceptional circumstances and students must first apply for refunds of amounts as detailed previously unless a refund of 0% is applicable.

Applications for refunds beyond the levels detailed in part A, B and C will be deemed to be denied if the student does not appeal within 30 days.

Applications for refunds beyond levels detailed in part A, B and C must provide details and appropriate verifiable evidence of the circumstances, which support the reasons for withdrawal namely:

- Are beyond the student's control; and
- Do not make their full impact on the student until on or after the course commencement; and
- Make it impracticable for the student to complete the requirements for the course during the period during which the student undertook or was to undertake the course.

After the exceptional circumstances have been confirmed, BCCI will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500 whichever is the lower amount, which can also be waived at the discretion of BCCI

## **ADDITIONAL INFORMATION**

### **Electronic Confirmation of Enrolment**

Once payment has been received, BCCI will forward the confirmation of enrolment (CoE) to the student. The student will then need to apply for a visa and submit the CoE and all of the documents required with the student visa application.

### **Unique Student Identifier (USI)**

From 1 January 2015 students undertaking nationally recognised training delivered by a registered training organisation must have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

Each student will need a USI to obtain their certificate or qualification from their registered training organisation when studying nationally recognised training in Australia.

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account:

- USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

- The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.
- The USI will be available online and at no cost to the student.
- This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

The USI initiative:

- Seamlessly links information about a student's VET achievements, regardless of where they studied
- Enables students to easily access secure digital transcripts of their achievements
- Gives students access to, and more control over, their educational information.

As part of this initiative – it is required that students create their USI at the earliest possible.

BCC Institute can create a USI on behalf of those students who are unable to do so. These students will need to give consent to BCC Institute by using the *Unique Student Identifier (USI) Form*.

For more information visit [www.usi.gov.au](http://www.usi.gov.au) or ask the Administration and Enrolment Officer.

## Student Visa

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Once you receive your Confirmation of Enrolment, you will need to apply for your visa. Information about applying for a visa can be found at:

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>

This website explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application, or BCC Institute has a range of education agents who can assist you with the process of applying for a course prior to arrival at BCC Institute, including assistance with visas. Contact us for details of the education agents that we use which is also available on our website: [www.bcci.edu.au](http://www.bcci.edu.au)

Ensure that you allow enough time between lodging your application and the start of your course, as applying for a visa can be a lengthy process.

If your visa is not approved, you will receive a full refund for the tuition fees that you may have paid as per the refund policy.

## VISA CONDITIONS

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions may result in the cancellation of your visa.

Conditions include (but are not limited to) that you must:

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work within the conditions of your visa
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.



- Complete the course within the duration specified in the CoE.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

## ARRANGING TRAVEL AND DOCUMENTS TO BRING

Costs of travelling to Australia are not included in your course fees and you will need to arrange and pay for your travel to Australia. You should plan to arrive in Sydney at least 2 weeks before your course orientation to give you time to settle in.

You will need to prepare a folder of official documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your Confirmation of Enrolment (CoE)
- Insurance policies
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by BCC Institute at the time of confirmation of enrolment.

## Maintaining Enrolment and Course Progress

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You must meet course progress requirements in order to satisfy the conditions of your visa. These course progress requirements will be clearly explained to you during the orientation program.

BCC Institute will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are not still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to the Department of Home Affairs for not meeting course progress requirements. Department of Home Affairs will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal BCC Institute's decision to report you to the Department of Home Affairs. However, an appeal will only be considered if BCC Institute has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases

should be supported by police or psychologists' reports or

- Where BCC Institute is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

## ATTENDANCE

As well as meeting course progress requirements, you must also meet attendance requirements as part of your visa conditions. It is expected that you will attend all classes; however, we understand that in some cases you may not be able to get to a class because of your personal circumstances such as illness or family matters. To maintain satisfactory attendance, you must attend at least 80% of your classes.

Where you are at risk of not meeting attendance requirements, we will contact you to arrange a meeting to discuss your attendance and any support we can offer you to meet requirements. A process of warnings and providing support to you to assist in lifting your attendance, will be followed. Once the process for warning you has been completed and we have provided you with assistance, if you still cannot meet attendance requirements, we will be required to report you to Department of Home Affairs. Department of Home Affairs will make the final decision on whether your visa will be cancelled because of your unsatisfactory attendance.

In some cases, you may not be reported if attendance falls below 80%. Your attendance will not be reported if it is at least 70% and you are maintaining satisfactory academic performance.

You may also not be reported in the case of compassionate or compelling circumstance i.e. those beyond your control and which have an impact on your course progress or wellbeing (see course progress requirements for details of compassionate and compelling circumstances).

## DEFERRAL, SUSPENSION AND CANCELLATION

BCC Institute's Deferral, Suspension and Cancellation Policy and Procedure outlines the circumstances in which a student can defer, suspend or cancel their enrolment with BCC Institute and where BCC Institute can initiate the suspension or cancellation of the student's enrolment.

## DEFINITIONS

To defer or suspend enrolment means to temporarily put studies on hold. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

**Deferral** is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment.

Note that a retrospective deferment or suspension may be justified if the student was unable to contact BCC Institute because of a circumstance such as being involved in a car accident.

**Cancellation** is where the student voluntarily withdraws or is required to withdraw from a course.

Deferral and suspension will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;

- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
- where BCC Institute is unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

BCC Institute may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehavior of the student or non-payment of fees. The Student Code of Conduct defines what is the behavior expected by students and what might be defined as misbehavior. BCC Institute Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism, cheating or collusion, BCC Institute's Student Discipline Policy and Procedure will be followed.

Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per BCC Institute's Course Progress and Attendance Monitoring Policy and Procedures.

Students may also initiate cancellation of their studies using BCC Institute's Application for Withdrawal form. Students should note BCC Institute's fees, charges and refunds policy and procedure in relation to withdrawal.

## CHANGE IN VISA STATUS

Deferment, suspension or cancellation of a student's visa may affect the student's visa. When a student's enrolment is deferred, suspended or cancelled, BCC Institute will notify the Department of Education via the Provider Registration and International Student Management System (PRISMS) of the change in enrolment status.

Students are to refer to the Department of Home Affairs web site <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500> or Helpline 131 881 for information for advice on how the potential change to enrolment status may impact upon his or her visa.

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a suspension imposed by BCC Institute, the period of suspension of enrolment (as entered in PRISMS) will not be included in attendance monitoring calculations.

Where a suspension of enrolment is granted, BCC Institute will suspend an enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless special circumstances exist). Students will be referred to the Department of Home Affairs regarding their continued stay in Australia during a period of suspension of enrolment.

BCC Institute will always use its professional judgement to assess each student's case on its individual merits when determining whether compassionate or compelling circumstances exist.

In cases where a student's enrolment is cancelled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be cancelled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

## COURSE CREDIT

Course credit is where you are awarded advanced standing in a course because of existing qualifications, skills and experience that you have. This means that you are not required to participate in a particular part of the course you have enrolled in, saving you time and money.

Course credit can be awarded in three ways - through recognition of qualifications and statements of attainment issued by another RTO; through credit transfer and through Recognition of Prior Learning (RPL). An explanation of each of these ways of gaining course credit is included below, as well as how to apply and the costs involved.

### Recognition of qualifications and statements of attainment issued by another RTO

Under recognition arrangements, any AQF qualifications or VET statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

### Credit transfer

You can also receive course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that are not a direct match but align with the content from the units within the course that you are applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students should indicate on the enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is also no charge for credit transfer.

### Recognition of Prior Learning

Recognition of Prior Learning (RPL) means that you can get credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

BCC Institute has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.

If you choose to apply for RPL to prove entry requirements, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for Recognition of Prior Learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about submitting an application for RPL, contact the office.

## COURSE AND ASSESSMENT

The training and assessment offered by BCC Institute focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as “*competency based training and assessment*”. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

### **Reasonable adjustment in assessment**

Some students may need modifications to assessments. This is called reasonable adjustment.

Reasonable adjustment can involve:

- ◆ Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- ◆ Making changes to the assessment arrangements e.g. more time allowed for assessments.
- ◆ Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

### **Submitting your assessments**

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or provided to our office staff who will record your submission. We recommend you take a photocopy of all your submitted tasks as we will not be able to provide a copy back since we must keep your work as evidence of your assessment in your file.

### **Appealing assessment decisions**

You make an appeal against an assessment decision. Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal against an assessment decision.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which will include requiring you to re-sit the assessment.

Disciplinary action may lead to the suspension or cancellation of your enrolment, which may affect your visa.

## **ISSUING OF QUALIFICATIONS AND STATEMENTS ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT**

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

BCC Institute reserves the right to withhold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where BCC Institute is not permitted to do so by law.

### **Re-Issuing Statements and Qualifications**

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the Fees, Charges and Refund Policy for the current fee.

# Student Services

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## STUDENT ORIENTATION

We are committed to ensuring that all overseas students get all the support they need to adjust to life and study in Australia and to be successful in their studies. This orientation is usually scheduled on the first day of the timetable.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- Access to BCCI's Policies & Procedures and relevant supporting documents
- Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic and career advice, IT support, and student learning assistance, English language support and social inclusion activities.
- Legal, emergency and health services
- Facilities and resources
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- Any student visa conditions relating to course progress and attendance.

## ORIENTATION DAY SCHEDULE

DAY 1 ORIENTATION TIMETABLE	
9:00 – 9:30 am	Welcome / introductions
9:30 – 10:30 am	Tour of BCC Institute
10:30 – 10:45 am	Break
10:45 – 11:45 am	Orientation: Stage 1
11:45 – 12:15 pm	Local area foot tour and Bankstown Library & Knowledge Centre registration
12:15 – 12:45 pm	Lunch break
12:45 – 1:45 pm	Orientation: Stage 2
1:45 – 2:00 pm	Break
2:00 – 2:30 pm	Student interviews
2:30 – 3:00 pm	Additional LLN Tests

**9:00 am** When you arrive at BCC Institute, you will be met by the CEO. You will be introduced to any other students starting that day.

**9:30 am** You will be taken on a tour of the local area that will include important landmarks like Bankstown Station, cafés and restaurants, banks, and other places of interest. This will also cover your free registration to the Bankstown City Library. The Bankstown Library & Knowledge Centre gives you access to 5,000m<sup>2</sup> of library, meeting rooms, 300-seat theatre, and café.

**10:45 am** You will be given additional Language, Literacy and Numeracy (LLN) tests to help us decide the level of support you require.

- 11:45 am** You will have a half-hour meal break. This is a good chance to meet other BCC Institute students!
- 12:15 pm.** Orientation: Stage 1 (Use Student Handbook as reference), in which we'll discuss important issues about:
- Your studies
  - Support services
  - Legal services
  - Emergency and health services available.
- 12:45 pm** You will be given a tour of BCC Institute, during which you will be shown all of the rooms available to students, our computer system, and other facilities and resources available.
- 1:30 pm** Orientation: Stage 2 (Use Student Handbook as reference), in which we'll discuss further important issues about:
- USI
  - Complaints and appeal processes
  - Any visa condition relating to course progress and attendance.
- 2:00 pm** Interviews: Your chance to meet one-on-one with BCC Institute staff to learn more about each other and ask any questions you might have.

The enrolment form you complete will also help us to identify any support you need to complete your course.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their email contact details.
- Receiving English language support.
- Study skills centre/study clubs.
- Review of learning materials with the student and providing information in a context they can understand.
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Tutorial support assistance.
- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

## SUPPORT SERVICES

### Provision of Language, Literacy and Numeracy (LLN) assistance

BCC Institute aims at all time to provide a positive and rewarding learning experience for all of the students. BCC Institute provides a formal assessment of the student's LLN level and additional assistance with these skills can be arranged if required. This assistance will be provided by qualified LLN practitioners.

### Welfare services

We can also offer you a range of welfare services to help with the mental, physical, social and spiritual well-being of international students. These services may include, through referral, information/advice about: accommodation, counselling, crisis services, disability and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programs promoting social interaction, religious and spiritual matters, and stress-management. It may also include advice on academic and study issues.

Services will be provided at no additional cost to the student.

### Student facilities

#### *Computers*

All students at BCCI are able to use computers and audio-visual equipment. Enrolled students are given access to free Internet, a variety of software printing and e-mail facilities.

#### *Photocopying and printing*

A photocopier and printer are available for students to photocopy or print their class and assignment work.

#### *Kitchenette*

There is a common kitchenette in the College where students can have a snack between classes. It is equipped with a microwave and instant hot water for tea and coffee.

#### *Reference library*

To supplement their own textbooks, students have access to Bankstown Library & Knowledge Centre located within 100 metres of BCCI campus.

## EXTERNAL SUPPORT SERVICES

### Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

**Anti Discrimination Board** Website: <http://www.antidiscrimination.justice.nsw.gov.au/>

Level 4, 1745 Castlereagh Street Sydney Tel: 9268 5544

**Legal Aid** <https://www.legalaid.nsw.gov.au/contact-us/legal-aid-nsw-offices>

Level 8, Civic Tower, 66-72 Rickard Road Bankstown Tel: 9707 4555

### Commonwealth Ombudsman

Website: [www.ombudsman.gov.au/about/overseas-students](http://www.ombudsman.gov.au/about/overseas-students)

Telephone: 1300 362 072



Can investigate complaints about problems that intending current or former overseas student have with private schools, colleges and universities in Australia.

### **Lifeline**

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

### **Reach Out**

Website: [www.reachout.com.au](http://www.reachout.com.au)

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people. Listed below is a list of other external support providers

<b>Problem</b>	<b>Website</b>	<b>Telephone Number</b>
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	938 777 88
Anxiety (including phobias & Obsessive Compulsive Disorder)	<a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a>	9879 5351
Anxiety	<a href="http://www.serenitynsw.com.au/">www.serenitynsw.com.au/</a>	9740 9539
Asthma	<a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a>	1800 645 130
Consumer credit and debt	<a href="http://www.cclcnsw.org.au/">www.cclcnsw.org.au/</a>	1800 808 488
Crimestoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	<a href="http://www.lifelinesydney.org/">www.lifelinesydney.org/</a>	9951 5522 / 13 11 14
Depression	<a href="http://www.depressiondoctor.com">www.depressiondoctor.com</a>	
Depression (National Initiative)	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Disabilities	<a href="http://www.ideas.org.au/">www.ideas.org.au/</a>	1800 029 904
Domestic Violence Legal Service	<a href="https://www.wlsnsw.org.au/legal-services/domestic-violence-legal-service/">https://www.wlsnsw.org.au/legal-services/domestic-violence-legal-service/</a>	8745 6999
Domestic violence	<a href="http://www.domesticviolence.nsw.gov.au">www.domesticviolence.nsw.gov.au</a>	1800 656 463
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Drug addiction (Christian help)	<a href="http://www.naranon.com.au/">www.naranon.com.au/</a>	9418 8728
Drugs and mental health	<a href="http://www.thewaysidechapel.com/">www.thewaysidechapel.com/</a>	9358 6577
Families & friends with mental illness	<a href="http://www.arafmi.org/">www.arafmi.org/</a>	9805 1883

Eating disorders	<a href="http://www.edf.org.au/">www.edf.org.au/</a>	9412 4499
Eczema	<a href="http://www.eczema.org.au/">www.eczema.org.au/</a>	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	9856 7090
Family planning information	<a href="http://www.fpahealth.org.au/">www.fpahealth.org.au/</a>	1300 658 886
Gambling Counselling (Wesley)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	<a href="http://www.glccs.org.au/">www.glccs.org.au/</a>	8564 9596
Grief support		9489 6644
Grief support	<a href="http://www.solace.org.au/">www.solace.org.au/</a>	9519 2820
Hepatitis C	<a href="http://www.hepatitisc.org.au/">www.hepatitisc.org.au/</a>	9332 1599
HIV/AIDS	<a href="http://www.sesiahs.health.nsw.gov.au/">www.sesiahs.health.nsw.gov.au/</a>	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a>	1300 888 529
Mental health advice	<a href="http://www.mentalhealth.asn.au/">www.mentalhealth.asn.au/</a>	9816 5688
Overseas Student Ombudsman	<a href="http://www.oso.gov.au">www.oso.gov.au</a>	1300362 072
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	<a href="http://www.pregnancysupport.com.au/">www.pregnancysupport.com.au/</a>	1300 737 732
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a>	1800 424 017
Relationship counselling	<a href="http://www.interrelate.org.au/">www.interrelate.org.au/</a>	9745 5544
Schizophrenia	<a href="http://www.sfnsw.org.au/">www.sfnsw.org.au/</a>	9879 2600
Serious illness (sufferers & families)	<a href="http://www.cansurvive.org/">www.cansurvive.org/</a>	1300 364 673
Smoking – Quitline		13 18 48
Suicide Prevention	<a href="http://www.suicideprevention.com.au/">www.suicideprevention.com.au/</a>	1300 360 980
Victims of crime support		9374 3000
Women’s refuge referral service		9560 1605

# Student Issues

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## STUDENT PLAGIARISM, CHEATING AND COLLUSION

BCC Institute has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts & resource materials utilised in the development of the work.

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

Where a student is suspected of plagiarising, cheating or colluding, BCC Institute will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

## COMPLAINTS AND APPEALS POLICY

BCC Institute's Complaints and Appeals Policy and related procedure have been developed to ensure that BCC Institute responds effectively to individual cases of dissatisfaction. This policy outlines BCC Institute's approach to managing complaints and appeals and ensures that all clients, students (domestic and international), employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner. There is no cost to any person to access the complaints and appeals process.

This policy ensures compliance with the VET Quality Framework, as well Standards 8 and 10 of the National Code 2018 and international students will be informed of, and provided with this policy and the complaints and appeals procedure during their orientation.

- Complaint – a person's expression of dissatisfaction with any service provided by BCC Institute.
- Appeal – a request to review a decision that has previously been made.

### Complaints and appeals systems

Despite all efforts of BCC Institute to provide satisfactory services to its students, clients, workplaces and others, complaints may occasionally arise requiring formal resolution.

Individuals are encouraged, wherever possible to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. BCC Institute's Chief Executive Officer and trainers/assessors are available to assist students to resolve their issues at this level and/or to assist the student with lodging the relevant documentation for the submission of formal complaint.

Complaints and appeals may be made be in relation to any of BCC Institute's services, activities and decisions such as:

- the selection process
- the enrolment, induction and/or orientation process
- the quality of training and assessment provided

- training and assessment matters, including student progress, assessment, curriculum and awards in a course of study
- access to records
- decisions made by BCC Institute
- the way someone has been treated.

BCC Institute is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. BCC Institute aims to:

- Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works.
- Set in place a complaints and appeals handling system that is client focused and helps BCC Institute to prevent these events from recurring.
- Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality.
- Ensure that, in the case of international students, complaints are resolved promptly as not to impact on an international student's study time in Australia as determined by their visa.
- Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised.
- Ensure that there is a consistent response to complaints and appeals.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) working days or as soon as practicable. However, in some cases, particularly if the matter is complex, the resolution may take longer.

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Registers with a detailed record of the complaint and outcomes. This will be kept permanently to allow all parties to the complaint or appeal appropriate access to the records if required. Records of complaints and/or appeals made by a student will be saved in the student's file.

Complaints and appeals will be reviewed by management to identify root causes of the complaint or appeal and to identify any areas requiring improvement to prevent similar recurrences in the future.

There is no cost to access the complaints and appeals process with BCC Institute.

All records relating to complaints and appeals will be treated as confidential and will be covered by BCC Institute's Privacy Policy and Procedures.

This Policy and related procedures do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedures limits the rights of individuals to take action under Australia's Consumer Protection laws. This policy does not circumscribe an individual's rights to pursue other legal remedies.

### **Making a complaint**

Formal complaints may be made in writing to the Chief Executive Officer using the Complaints and Appeals form or other written format. When making a complaint the complainant should provide as much detail as possible to enable BCC Institute to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for the complaint
- Any evidence that supports the complaint
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolved.

The receipt of the complaint will be acknowledged in writing within 3 working days of receiving the complaint. Upon receiving the complaint, the Chief Executive Officer will conduct an investigation into the matter and ensure that BCC Institute has accurate, complete and relevant information. This may include gaining extra details from the complainant and any other involved parties about the issue which may be done in writing, over the phone or face-to-face.

BCC Institute acknowledges the need for an appropriate independent party to mediate if required and will offer to arrange this for complainants who are not satisfied with the process conducted by BCC Institute.

The Chief Executive Officer will decide on an appropriate resolution and advise the complainant in writing how the matter will be resolved along with reasons for the decision, within 10 working days of the complaint being made.

### **Internal non-academic appeals**

Appeals against a decision made by BCC Institute during the complaints process may be made in writing to the CEO using the Complaints and Appeals form or other written format such as email or letter. When making an appeal the appellant should provide as much detail as possible to enable BCC Institute to investigate and determine a solution. This should include:

- A description of the issue of concern.
- Any evidence that supports the appeal.
- Details about the steps that have already been taken to resolve the issue.
- Any suggestions for how the issue might be resolved.

The receipt of the appeal will be acknowledged in writing within 5 working days of receiving the appeal.

Upon receiving the appeal, the CEO will conduct an investigation into the matter and ensure that BCC Institute has accurate, complete and relevant information. This may include gaining extra details from the appellant, the person who made the original decision and any other involved parties about the issue. These consultations will preferably be conducted face-to-face.

The CEO will decide on an appropriate resolution and advise the appellant in writing of the how the matter will be resolved along with reasons for the decision within 20 working days of the appeal being made. If the matter is particularly complex, the matter may take longer to resolve. If the appellant remains dissatisfied they may lodge an external complaint or appeal.

In the case of international students, where the internal appeals process recommends a deferral, suspension or cancellation of a student's enrolment, the Chief Executive Officer will notify The Department of Education through PRISMS of the change to the student's enrolment and the student has 28 days in which to:

- Leave Australia
- Show the Department of Home Affairs a new Confirmation of Enrolment (CoE) with another provider; or
- Provide Department of Home Affairs with evidence that he or she has accessed an external appeals process.

### **Making an appeal of an assessment decision**

An appeal of an assessment decision may be made in writing to the Chief Executive Officer using the Complaints and Appeals Form or other written format within 20 working days of the assessment decision being made. The request must include reasons why the assessment appeal is being made.

Upon receipt of the appeal, an internal review of the assessment will occur and the Chief Executive Officer may request further information from the appellant.

The assessment will then be reviewed which may involve:

- the appointment an independent, qualified assessor to review the assessment, or

- the original assessor reviewing the assessment decision and involving another assessor in the decision.

All reasonable measures will be taken to ensure that an assessment appeal is resolved within 20 working days. The Chief Executive Officer will ensure that the appellant is advised in writing of the outcome along with reasons for the decision within this timeframe.

### External appeals

Where the complainant remains dissatisfied with the outcome of the complaints and appeals process, the complainant has the right to access an external complaints or appeals process at minimal or no cost. Complainants must ensure they have accessed the internal processes first.

Complainants have a number of external sources ('external reviewer') where they can raise a complaint or appeal including:

- NSW Fair Trading <http://www.fairtrading.nsw.gov.au/>
- Administrative Appeals Tribunal <http://www.aat.gov.au/>
- BCC Institute's RTO registering body, the Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/complaints/complaints.html>
- [www.ombudsman.gov.au/about/overseas-students](http://www.ombudsman.gov.au/about/overseas-students)

Note: ASQA can only deal with complaints about:

- the information provided by an RTO about its course/s.
- the delivery and assessment of training received.
- the qualifications issued or to be issued.

International students may also lodge an external appeal to the Overseas Students Ombudsman who offer a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by BCC Institute. Students are able to view the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or call 1300 362 072 for further information.

BCC Institute will be bound by the external reviewer's recommendations and the Chief Executive Officer will ensure that any recommendations made are implemented within 28 working days of receipt of the decision made by the external reviewer.

### Enrolment status during complaints and appeals process

For international students, BCC Institute will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether BCC Institute maintains the student's enrolment as follows:

- If the appeal is against BCC Institute's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported BCC Institute's decision to report.
- If the appeal is against BCC Institute's decision to defer, suspend or cancel a student's enrolment due to misbehaviour, BCC Institute will notify the Department of Education through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above.
- For international students, maintaining the student's enrolment means not notifying the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

## **COMPLAINTS AND APPEALS PROCESS FOR DEFERRAL, SUSPENSION OR CANCELLATION**

Where BCC Institute initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access BCC Institute's Complaints and Appeals Policy and Procedure, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances relating to the welfare of student may include where the student refuses to maintain approved care arrangements, is missing, has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's well-being, has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others, or is at risk of committing a criminal offence.

BCC Institute will not notify the Department of Education of a change in enrolment status until the internal complaints and appeals process is completed.

Students may choose to access an external appeals process as per BCC Institute Complaints and Appeals Policy. In the case of an external appeal, BCC Institute is not required to wait for the outcome of the external appeal before notifying Department of Education of the change to the student's enrolment status.

In most cases, BCC Institute will continue to provide learning opportunities to students during the appeal process. However, where it is considered that a student should not attend classes during the appeals process, the students will be provided with work that can be completed outside of the classroom environment.

## **FEEDBACK**

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your trainer/assessor throughout the course.

We also welcome feedback from you at any time by email, phone or in person.

# Rules, Regulations and Legislations

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## CODE OF CONDUCT AND GENERAL HOUSEKEEPING

The purpose of this code is to outline the way in which students of BCC Institute are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

### Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy and Procedures.
- Access the information BCC Institute holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to BCC Institute on the client services, training, assessment and support services they receive.

### Student Responsibilities

All students, throughout their training and involvement with BCC Institute are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Have an attendance record of at least 80%
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to BCC Institute in a timely manner.



- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Keep copies of all assessment tasks, assignments and other evidence of work handed in.
- Make regular contact with their trainer/assessor
- Prepare appropriately for all assessment tasks and training sessions.
- Notify BCC Institute if any difficulties arise as part of their involvement in the course.
- Notify BCC Institute if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- Advise BCC Institute of change of address while enrolled in the course.
- For international students, comply with their student visa requirements under the ESOS Act.

Additional responsibilities for students undertaking courses that have a work placement are detailed in their *Workplace Practicum Folder*.

### **Standards of Behaviour**

BCC Institute Code of Conduct sets clear standards for behavior. These standards of behavior apply to all BCC Institute students and staff members.

- Demonstrate honesty and integrity
- Respect difference in people and in their ideas and opinions
- Treat one another with dignity and respect at all times
- Respect and treat others fairly, regardless of their race, ethnicity, nationality, religion, gender, sexual orientation, age or disability
- Respect the rights of others
- Help those in need
- Respect people in a position of authority
- Respect the need of others to work in an environment of learning and teaching
- Respect school property and the property of others

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

### **Education Services for Overseas Students**

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. 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. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx> If you are unable to access this information, contact us via email or phone and we will provide the information to you.

You also have certain rights and responsibilities as discussed below.

### **Workplace Health and Safety**

Under the Workplace Health and Safety Act 2011, BCC Institute must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. BCC Institute has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with BCC Institute emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy)

### **Drugs and alcohol**

BCCI is a drug and alcohol-free environment. The consumption, use, sale or distribution of alcohol and/or prohibited drugs by any student on the college premises is strictly forbidden at all times. Any student who attends classes under the influence of alcohol or prohibited drugs is breaching BCCI's policy and guidelines and is subject to severe disciplinary action.

### **Weapons**

You must not bring firearms, knives or any other weapons to the College. If you are found with these on school premises, you will be expelled.

### **Mobile Phones**

You must turn your phone OFF during class. You can use your mobile phone during breaks only, and you must leave the classroom areas to do so.

### **Smoking**

Students are NOT allowed to smoke anywhere in the building (including in the fire exits and toilets). If you must smoke, please go outside the building.

### **Food and drink in classrooms**

No food or drink is allowed in the classrooms. Food and drink are only allowed in the College kitchen/dining area where a microwave and kettle are provided for students. Please be sure to clean up after yourself and put your litter in the rubbish bins provided.

### **Computer usage**

BCCI's Internet service is provided only for educational purposes. Any data intensive use of the Internet (such as downloading music, movies, games etc) is not allowed. Only registered BCCI students and staff may use the BCCI computers.

- When using any BCCI computer, you are expected to show consideration for other users. Disciplinary action will be taken against students who fail to comply with the following regulations:
- No eating or drinking while using the computers
- Keep noise levels to a minimum
- No downloading files or software, including games, music, movies, television shows, etc.
- Do not use BCCI computers to view, store or transmit offensive materials, including any material of a pornographic nature
- Do not change the settings of any BCCI computer
- If you find a faulty computer please do NOT attempt to fix it yourself. Simply notify the Trainers or other staff.
- BCCI reserves the right to refuse any student access to the BCCI computer labs.

To make sure that everyone has a chance to use the Internet, Internet service may be restricted to certain students at a certain time.

### **Failure to adhere to BCCI's rules, regulations and Code of Conduct**

As per the Deferral, Suspension and Cancellation Policy & Procedure immediate suspension will be the minimum penalty faced by a student for violation of the Code of Conduct, rules and regulations

Some violations may attract other disciplinary actions, including (but not limited to) official warnings.

If anything is causing you concern, please feel free to talk to your Trainers. If your Trainers cannot solve your problem, refer to the Complaints and Appeals Policy and Procedure.

### **Harassment, victimisation or bullying**

BCC Institute is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. BCC Institute will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, race, religion, nationality, gender or sexual preference

- Picture, posters, graffiti, electronic images, etc. that are offensive, obscene or objectionable

Examples of victimisation may include:

- Persistent and unreasonable unfavourable treatment
- Refusing to provide information to someone
- Intentionally ignoring someone
- Mocking someone's customs or cultures
- Lower assessment of student work

Examples of bullying may include:

- Using strength, power or position to coerce others by fear
- Behaviour that intimidates, degrades or humiliates a person
- Aggression, verbal and/or physical abuse, or similar behaviour
- Frequent and/or repeated 'put-downs'
- Persistent and/or unreasonable criticism of student performance
- Violence (actual or threatened)

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per BCC Institute Complaints and Appeals procedure and detailed in this Handbook.

### **Access, Equity and Anti-Discrimination**

The principles and practices adopted by BCC Institute aim to ensure that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with BCC Institute irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

BCC Institute provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

If you feel that you are being unfairly treated you should lodge a complaint as per BCC Institute Complaints and Appeals procedure and detailed in this Handbook.

### **National VET Regulator Act 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

## Privacy Policy

In collecting your personal information BCC Institute will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2000 and the Privacy and Personal Information Protection Act 1998 (NSW) and Health Records and Information Privacy Act 2002 (NSW).

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law, such as the ESOS Act 2000 and National Code 2018; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

## ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that BCC Institute holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Chief Executive Officer using the Access to Records Request Form. There is no charge to access your records however there may be a fee for photocopying of 30 cents per page.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a BCC Institute staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

### **Amendment to records**

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended through the Student Change of Details Form.

Where a record is found to be inaccurate, a correction will be made. Where you request that a record is amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

# Living in Sydney

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## ENTRY INTO AUSTRALIA

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back.

Once you have passed through the Immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that an item you are bringing in is not safe, they will confiscate and destroy it. If you fail to declare or dispose of any quarantine items, or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at <http://www.agriculture.gov.au/biosecurity>

## ARRIVING IN AUSTRALIA

### Getting from Sydney airport to Bankstown

Go to Airport Domestic or Airport International Train Stations Platform 1. Catch the train to Central station and change to Platform 22 for your train to Bankstown (The Bankstown line). Travel time is approximately 49 minutes.

### Keeping in contact

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

### Arranging your finances

The currency of Australia is the Australian Dollar (\$A). Ideally, you should change your money into Australian dollars before you arrive, but if you haven't you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Sydney you can also change money into Australian dollars at any bank or currency exchange. Note however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of cash with you. The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

## ACCOMMODATION

It is the Students responsibility to organise his or her own accommodation arrangements.

Typical accommodation costs in Sydney are as follows:

- 1 bedroom flat - \$180 to \$300 per week
- 2 bedroom flat - \$250 to \$500 per week
- 2 to 3 bedroom flat or house - \$350 to \$650 per week

## BRINGING YOUR FAMILY WITH YOU

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit <https://immi.homeaffairs.gov.au/visas>

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Sydney as follows

- Centre-based childcare \$80 to \$100 per day
- Family day care \$6 to \$11 per hour
- Nannies \$11 to \$15 per hour
- Au pairs (living in your home) \$500 to \$600 per week

Find out more at:

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

Schools fees apply to most dependents of temporary residents in New South Wales. There are some exceptions, for further information visit the [DEC International](#) website.

To find out more about application processes and costs go to:

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

You should also be aware that the above costs for childcare and schooling are in addition to living costs which currently estimated as:

- \$20,290 a year for the main student;
- \$7,100 a year for the student's partner;
- \$3,040 a year for a child

## HEALTH AND RELATED ISSUES

### Emergencies

For emergencies such as fire, ambulance or police, phone 000. When you dial 000, you will be asked whether you want fire, ambulance or police and why you want this assistance. You will also be asked for your name and address and telephone number.

Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.



## Fire

The fire brigade extinguishes fires, rescues people from fires in cars and buildings, and helps in situations where gas or chemicals become a danger. As soon as a fire starts, call 000 no matter how small or large the fire may be.

## Ambulance

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. If you or someone else needs emergency medical assistance, then call 000.

## Medical assistance

Emergency medical treatment is available 24 hours a day at the emergency or casualty department of a public hospital, or at some medical centres. Public and private hospitals are listed in the White Pages telephone directory under 'Hospitals' and you can also find them by searching on the internet. If you need to go to hospital, remember to bring your health insurance card and any medicines you are currently taking. For anything other than an emergency, seek medical help from a general practitioner (GP) or local medical centre.

## Overseas Student Health Cover

Australia has a special system of health cover for international students called Overseas Student Health Cover (OSHC). You will need to buy OSHC before you come to Australia to cover you from when you arrive. The Department of Home Affairs requires you to maintain OSHC for the duration of your time on a student visa in Australia.

You can choose to take out OSHC with a provider recommended by us, or with the Australian OSHC provider of your choice. There are five providers of OSHC in Australia. Visit these websites to find detailed information on what they cover and to decide which provider is right for you.

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to <https://www.privatehealth.gov.au/healthinsurance/overseas/>

OSHC does not cover dental, optical or physiotherapy. If you want to be covered for these treatments you will need to buy additional private health insurance, such as:

- Extra OSHC provided by some OSHC providers;
- International travel insurance; or
- General treatment cover with any Australian private health insurer. You can find a list of these providers and search for the one that suits you best at [www.privatehealth.gov.au](http://www.privatehealth.gov.au) or [www.iselect.com.au](http://www.iselect.com.au)

## WORKING IN AUSTRALIA

Like many international students, you may get a part time or casual job to help pay your living expenses while you study in Australia. It is important that you know your rights in the workplace. As a student visa holder, you are allowed to work up to 40 hours per fortnight during term time and as many hours as you like during holidays.

All people working in Australia have basic rights and protections in the workplace, including minimum pay and conditions. The Fair Work Ombudsman makes sure that these rights are protected and enforced fairly under Australia's workplace laws.

This fact sheet will help you understand your basic workplace rights, where to obtain further information, and how to seek assistance. <https://www.fairwork.gov.au/ArticleDocuments/723/International-students.pdf.aspx>

For more information, contact the Fair Work Infoline on 13 13 94 or visit [www.fairwork.gov.au](http://www.fairwork.gov.au).

All references to an award or agreement in this fact sheet include modern awards, enterprise agreements, and award or agreement-based transitional instruments.

Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

## LIVING COSTS IN AUSTRALIA

Migration regulations in Australia require international students to show evidence that they can contribute to the cost of living and studying in Australia. This helps to ensure students are better able to make the most of their studies and have a safe and enjoyable experience in Australia.

While international students are able to supplement their income with money earned through part-time work in Australia, the 'living costs' requirement helps to support the success of students in their studies by ensuring that they don't have to rely on such work to meet all their expenses.

Under current government regulations, prospective student visa applicants and their family members must have access to the following funds to meet the living costs requirements:

- A\$20,290 a year for the main student;
- A\$7,100 a year for the student's partner;
- A\$3,040 a year for a child.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

The figures above are indicative only and that costs can vary significantly depending on where you live in Australia. You should be prepared in case your living costs are greater than the indicated figures.

For more information on living costs, visit the Australian Government website: <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

## BUDGETING

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes. Read more about budgeting at <https://www.moneysmart.gov.au/>

## SHOPPING

All Australian major town centres and capital cities shopping facilities with opening hours generally 9.00am to 5.30pm seven days a week, with late night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

Mainstream grocery stores in Australia include Coles, Woolworths, IGA and Aldi. Major department stores in Australia include Myer and David Jones, Big W, Kmart and Target.

Below is a list of average costs for everyday grocery products in Australia:

- loaf of bread – A\$2.50 to A\$3.80;
- two litres of milk – A\$2.20 to A\$3.50;
- newspaper – A\$1.50 to A\$3.00;
- box of breakfast cereal – A\$3.00 to A\$4.00;
- jar of instant coffee – A\$3.00 to A\$5.00;
- bottle of soft drink – A\$1.50 to A\$3.00;
- bottle of shampoo – A\$2.50 to A\$4.50;
- bar of soap – A\$1.50 to A\$2.50;
- one apple – 50 cents to 80 cents;
- one banana – 60 cents to 90 cents;
- beef (500 grams) – A\$7.00 to A\$8.00; and
- chicken (600 grams) – A\$7.00 to A\$8.00

## **CLOTHING**

While there are no set rules on clothing in Australia, many workplaces, restaurants, clubs and bars have a dress code. Australian people generally dress in modern clothing influenced by personal taste, status, place of work, lifestyle and location.

The cost of clothing in Australia can vary. There are a number of quality variety stores such as K-Mart and Big W where you can find low cost clothing and shoes of all varieties. Department and speciality stores such as Myer and David Jones carry more expensive higher end clothing labels.

## **WEATHER**

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. Students should bring clothing for hot and cold weather, wind, rain and strong sunshine, regardless of the time of the year.

## Relevant BCC Institute Forms

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Please contact the Administration and Enrolment Officer to get copies of these forms

CG4.1 - Request to Access Records Form

CG4.2 - Amendment to Records Request Form

CG6.2 - Workplace Hazard Report

CG6.3 - Safety Incident Report

CG30.2-I - Critical Incident Report

TA7.17 - RPL Application Form

SC12.1 - Credit Application Form

SC14.4 - Complaints and Appeals Form

SC15.1 - Refund Application Form

SC16.2 - Enrolment Application Form – Domestic

SC16.2-I Enrolment Application Form - International

SC16.5 - Student Agreement

SC16.8 - Student Change of Details Form

SC17 - Unique Student Identifier (USI) Form

SC34.1-I - Application for Deferral Form - International Students

SC34.2-I - Application for Leave of Absence Form - International Students

SC34.3-I - Notice of Intention to Cancel

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