



BARRINGTON COLLEGE AUSTRALIA

INTERNATIONAL STUDENT HANDBOOK

RTO: 45030

CRICOS: 03552K

2019 - 2020

BARRINGTON COLLEGE
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AUSTRALIA

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Director's Message

Welcome!

Thank you for choosing Barrington College Australia to assist you to achieve your learning goals.

The decision to undertake study is an important one. Whether you are seeking to update or upgrade skills, or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this INTERNATIONAL STUDENT HANDBOOK. It contains information on your course and sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best educators and support services to ensure that your learning experience meets and exceeds your expectations.

To help maintain our high standards, please take time to read this information. You may wish to refer to the details in this document during your course, so keep it in a safe place.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with Barrington College Australia.



Colleen Gauder
Managing Director

Introduction

Barrington College Australia is dedicated to providing a high standard of education to meet the personal and career objectives of participants. Our educators are industry experienced professionals committed to remaining up to date with industry skills and knowledge.

This guide will help you understand your rights and obligations as an international student to Australia and specifically as a student with Barrington College Australia. The information will assist you in making your enrolment decision, as well as providing you with valuable information to access during your time as a student with Barrington College Australia. You are encouraged to read it carefully ensuring you understand the requirements; Barrington College Australia staff are available to assist if you have any questions.

Barrington College Australia has the expertise and passion to provide the highest quality education for our students and empower graduates to become leaders in their chosen field. We strive to provide education where individuals gain the skills and knowledge to achieve their potential. Barrington College Australia offers the key tools to make studying relevant, current and convenient – enhanced by a high level of support to help students graduate successfully.

Our dedicated team of educators are experienced, qualified, and in touch with current industry requirements and trends. They understand the needs of students and utilise innovative learning techniques, deliver the skills, knowledge and insights students need to achieve success in their own field. Educators are available to assist with studies, and mentor students through the training program to complete their qualification.

Facilities and Resources

Barrington College Australia is located on the Gold Coast Queensland, along the East Coast of Australia. Barrington College Australia has a spacious modern state-of-the-art campus at Southport, is easily accessible by public transport, with only a walk away to the central business district, and close to major amenities such as cafes and restaurants and student accommodation. Barrington College Australia is within minutes to the pristine beaches of Burleigh Heads, breathtaking surf, lush green rain forest and natural hinterlands. Barrington College Australia is in close proximity to Australian Wildlife parks, Theme parks and the scenic hinterland and offers multicultural diversity.

Barrington College Australia provides facilities and support services for its students, staff and visitors. There are generously sized classrooms all with readily available access to laptops or computers. The campus contains various quiet areas to study outside of their designated classroom hours. Students have access to a range of resources relating to their studies and to welfare and support materials. During lunch breaks, students are encouraged to use the campus lounge, storage room and kitchen facilities including a microwave, refrigerator and café-style coffee machine.

Qualification

Current information about our Business, Hospitality, Aviation or English Courses including study modes, resources and course fees offered for international students at Barrington College Australia is available on our College website www.barringtoncollege.edu.au

Contact Hours, Duration and Holidays

International students are required to complete a minimum of 20 hours of study per week. Classes are generally delivered over two days per week on campus and the third day is an elective day either on or off campus. Classes are timetabled between Monday to Friday dependent on the class allocation. On enrolment students will be provided with a class timetable. Students are also expected to undertake additional study, which may include research, assignments, projects and other learning activities outside of programmed class times. Course holiday information for international students at Barrington College Australia is available on our College website www.barringtoncollege.edu.au

Course Entry Requirements

Barrington College Australia does not accept any students under 18 years of age and therefore it is a mandatory requirement that all participants wishing to enrol must be at least 18 years of age.

Evidence of English Language Assessment must meet the requirements of the Migration Regulations where required.

This evidence may be presented as evidence of previous study in English as the medium of instruction, or as results of an acceptable English language proficiency test. Where Migration Regulations apply, Barrington College Australia accepts results from the following test instruments:

Type of English Language Proficiency test	Required
IELTS (Academic)	5.5 (no band less than 5.0)
TOEFL (Paper Based)	530 (TWE 3.5)
TOEFL (Internet Based)	Overall score of 71 with Minimum 17 in any sections
Pearson Test of English (Academic)(PTE)(A)	42 (no band less than 36)

AND

Satisfactory completion of High School Certificate Year 12 (for Vocational Courses) or Year 10 (for English Courses), or equivalent, or for mature aged entry students (aged 21 years or above) relevant work experience.

courses:

- Vocational Courses: An IELTS band score 5.5 or above or Upper Intermediate ELICOS Course Certificate from Australia or similar
- General English ELICOS - Does not require previous knowledge of the English language. However, for those who do have previous experience, they can submit results of previous examinations or undertake a Placement test to find the most appropriate level for their proficiency
- EAP-1 - An IELTS band score 4.5 or above or Pre-Intermediate ELICOS Course Certificate from Australia or similar
- EAP-2 - An IELTS band score 5 or above or Pre-Intermediate ELICOS Course Certificate from Australia or similar

Students should note that if their language proficiency is below that outlined above, they may be required to undertake an intensive English language course before beginning academic studies.

All students complete the International Student Application Form, sign and date where required and attach verified evidence of language proficiency, past qualifications, work experience (if relevant) and a scanned copy of the passport.

Where the above documents are not in English, certified translations in English are required, with necessary costs to be met by the applicant.

The Administration Officer will review the International Student Application Form for the qualification entry requirements and eligibility and determine if an offer should be made. If eligible, a *Letter of Offer* will be issued. An application for enrolment can only be processed when all of the above is in the hands of the Admissions Officer.

Unsuccessful applications will be notified in writing.

Barrington College Australia will accept an application from appointed Marketing Representatives or by direct enrolment by the student through the website. (A current list of marketing representatives is available on our website www.barringtoncollege.edu.au and are available for you to contact at no cost to the student. (note: any complaints about any marketing representative, activity, their service or Code of Conduct, can be made to the Campus Manager via email)

Barrington College Australia will enter into a written agreement with the student via the Course Acceptance Offer and Written Agreement as per Standard 3 of the National Code of Practice.

Barrington College Australia will ensure the obligations and rights of both Barrington College Australia and the student are clearly set out including the course money payable and information in relation to refunds of course money and services Barrington College Australia is obliged to supply.

Upon receiving the signed *Student Letter of Offer*, the course tuition fees stated in the *Letter of Offer* and any other requested documentation required for the enrolment, Barrington College Australia will generate a *Confirmation of Enrolment (CoE)* on PRISMS.

Enrolment process:

1. Complete the International Student Application Form located on the Barrington College website
2. Barrington College Australia assesses suitability, age, entry requirements, pre-requisites and course availability
3. Successful applicants will be issued a Letter of Offer.
4. To accept the offer to study at Barrington College, you must sign this the Letter of Offer, pay the required amount as indicated on the Letter of Offer and return to Barrington College Australia along with any other required documentation
5. We will then process and issue you a confirmation of enrolment (CoE) which you can then use to start your student visa application

Course Credit Recognition

Barrington College Australia offers all students the options of course credit known as **Recognition of Prior Learning (RPL)** and **Credit Transfer (CT)**.

Students who believe they have already achieved some of the competencies in the course may apply for RPL. An essential requirement of RPL is to provide evidence that the student currently has the required skills and knowledge to meet the Unit of Competency requirements.

Competencies for which RPL is being requested may have been developed through formal education and training, through work experience and training or through life experience. If RPL is granted, the students course schedule will be reviewed and any reduction in the scheduled course length and the reasons for the reduction will be recorded and placed in the students file.

Any course duration reduction because of RPL granted to students will be indicated on the Confirmation of Enrolment (CoE) if granted prior to the issue of a visa, or on PRISMS if granted after the issue of a visa.

Barrington College Australia will also recognise the qualifications and statements of attainment issued by other Registered Training organisations in Australia. Credit Transfer (CT) means that students may be eligible to get credit towards the course or to meet entry requirement of the course.

To apply for RPL or Credit Transfer, you will need to record this information on the Enrolment Form in the appropriate education and employment sections.

Your application *must* be submitted at the time of enrolment.

In addition to the Enrolment Form, you should also submit any relevant documentation to support your application e.g. qualification testamurs, Record of Results, graduation statements,

resume, evidence of training or work experience. All applications will be assessed by the Campus Manager and advised of the outcome in writing.

Graduates of Barrington College Australia courses may further their studies in relevant degree programs in Australian Universities. Application processes, entry requirements and credit arrangements will vary from university to university.

Fees and Refunds

There are limits on tuition fees that Barrington College Australia can collect before a student commences a course. Barrington College Australia is not allowed to require more than 50% of the total tuition fees for the whole course before the student commences, unless the student indicates in writing they wish to pay in advance (unless the course is 24 weeks or less in duration, in which case 100% of the total tuition fees can be received). After the student commences the course Barrington College Australia cannot require any remaining tuition fees to be paid earlier than two (2) weeks prior to the commencement of the students second study period.

Barrington College Australia will charge an AUD \$250 non-refundable enrolment fee.

Individual payment plans are available on application to suit students' circumstances. Application for payment plans must be applied for and approved at enrolment stage. Students who have negotiated a payment plan will have this formally arranged during orientation via an electronic payment platform called Practice Ignition. There is a \$50 administration fee for all payment plans. Students MUST provide an Australian credit card or Australian bank details to arrange automatic payments to be deducted from their account. The payment schedule is determined by the duration of the course but must be finalised two months prior to course completion. Full terms and conditions of the payment plan including non-payment and provider default will be clearly outlined to the student before acceptance.

Barrington College Australia reserves the right to withhold certification to students where fee payments are in arrears/outstanding.

Tuition fees due during any deferral/suspension period must be paid by the due date for the continuance of enrolment at Barrington College Australia.

Fees paid by credit card will incur a 2% charge.

The Administration Manager will maintain evidence of fees paid and owing in each students file or in the Student Management Database which will include the following:

- The total length of the qualification in weeks for enrol
- The total weeks of the qualification that the fees apply to for the enrolled course
- Receipts for all payments generated by the student management system
- Any balances that the student is liable for and has not paid

Refund Policy

Barrington College Australia refund policy is in accordance with the ESOS Act 2000 (as amended), and its accompanying regulations, and it applies to all commencing overseas students. This and other information may be provided to the Australian Government (ASQA, Department of Education and Training, Department of Home Affairs) and, if relevant, the Tuition Protection Service (TPS) Director in relation to administering the ESOS Act 2000, the National Code 2018 and/or the Migration Act (as amended).

All requests for a refund must be made in writing by the student(s) and submitted to Barrington College Australia together with any supporting documentation, if applicable.

Barrington College Australia may arrange for another course, or part of a course, to be provided to the student at no cost to the student as an alternative to refunding the **unused portion of the tuition fees**. A student has the right to choose whether he/she would prefer a refund of the **unused portion of the tuition fees**, or to accept a place in another course. If a student chooses placement in another course, Barrington College Australia will ask the student to sign a new **Letter of Offer and Student Agreement** to indicate that he/she accepts the placement in the new course. If the student agrees to exercise this option, Barrington College Australia is no longer obliged to refund the money owed for the original enrolment.

In the case of a student visa refusal and/or student default, refunds will be made within four (4) weeks of receiving a written claim from the student and will include a statement explaining how the refund was calculated.

1. Student Visa Refusal

Written documentation of the student visa refusal from the Department of Home Affairs must be provided by the course applicant to Barrington College Australia. Without written evidence of a refusal from the Department of Home Affairs, no refund will be granted.

1(a) **Tuition fees** paid at the time of cancellation will be refunded **in full** if a student visa application lodged **offshore** is rejected **before course commencement**. The Enrolment Fee of AUD \$250 is non-refundable.

1(b) If a student is **offshore** and a student visa has not been issued in time to commence a course at the agreed starting date, and the student contacts Barrington College Australia in writing to agree to a deferred starting date, another commencement date would be arranged without additional fees. Should the deferred starting date be unacceptable, the **tuition fees** paid will be refunded **in full** at the time of cancellation. The Enrolment Fee of AU \$250 is non-refundable.

1(c) If a student is **offshore** and a student visa has not been issued in time to commence a course at the agreed starting date, and the student fails to contact Barrington College Australia in writing until **after the commencement date**, **tuition fees** paid will be refunded **in full** at the

time of cancellation less a two (2) week administration fee. The Enrolment Fee of AU \$250 is non-refundable.

1(d) **Tuition fees** paid at the time of cancellation will be refunded **in full** if a student visa application lodged **onshore** is rejected **before course commencement**. The Enrolment Fee of AUD \$250 is non-refundable.

1(e) A student who is **onshore** must commence a course on the agreed commencement date, even though a decision for their student visa application may still be awaiting a decision from the Department of Home Affairs. This includes visa extensions. A **pro-rata refund** of the **unused portion of the tuition fees** at the time of their refusal/rejection of their **onshore** student visa application will be granted to the student after the course commencement date has passed. The Enrolment Fee of AUD \$250 is non-refundable.

2. Student Default

Occurs where an overseas student does not commence a course or withdraws from a course as defined in section 27(2) of the ESOS Act. The student is required to provide written notice to Barrington College Australia for the course cancellation. Refunds will be made as follows:

2(a) **80%** of the **tuition fees** paid if notice of cancellation received at least 6 weeks prior to the course commencement date. The enrolment fee of AUD \$250 is non-refundable.

2(b) **70%** of the **tuition fees** paid if notice of cancellation received at least 4 weeks prior to the course commencement date. The enrolment fee of AUD \$250 is non-refundable.

2(c) **50 %** of the **tuition fees** paid if notice of cancellation received at least 2 weeks prior to the course commencement date. The enrolment fee of AUD \$250 is non-refundable.

2(d) A **pro-rata refund** of the **unused portion of the tuition fees** if notice of cancellation or withdrawal on or after the course commencement date due to confirmed extenuating circumstances. The enrolment fee of AUD \$250 is non-refundable.

2(e) **No refund** of tuition or enrolment fees if notice of cancellation or withdrawal on or after course commencement date without confirmed extenuating circumstances. To avoid any doubt, **no refund** will be paid to the student if the student withdraws from the course either on or after the agreed commencement date without written evidence.

2(f) **No refund** is granted where Barrington College Australia terminates an enrolment due to a student **failing to satisfy course requirements** relating to attendance or academic progress, in accordance with the obligations of the student under the student visa regulations.

2(g) **No refund** is granted where Barrington College Australia terminates an enrolment due to a student **failing to pay** an amount he/she was liable to pay the RTO, directly or indirectly, to undertake the course.

2(h) **No refund** is granted where Barrington College Australia terminates an enrolment due to a student **misbehaving** (i.e. consuming drugs, alcohol or smoking anywhere on campus) and causing problems for other students, staff, the RTO's reputation and its relationship with other organizations (such as building management) or for breaking laws anywhere in Australia. This does not affect the student's rights to access Barrington College Australia complaints and appeals processes.

3. Provider Default

Occurs where the registered education provider fails to provide a course or ceases to provide a course to an overseas student in accordance with section 27(1) of the ESOS Act.

Reimbursement in the case of provider default is within two (2) weeks of the default day occurring to the student and will include a statement explaining how the refund was calculated.

3(a) In the unlikely event that Barrington College Australia is unable to deliver a course in full before course commencement, **tuition fees** paid to the college will be refunded **in full**.

3(b) In the unlikely event that Barrington College Australia is unable to deliver a course in full after course commencement, a student will be offered a refund of the **unused portion of the tuition fees** they have paid to the college.

3(c) Alternatively, a student may be offered enrolment in an alternative course by Barrington College Australia at no extra cost to the student. A student has the right to choose whether he/she would prefer a pro rata refund of the **unused portion of the tuition fees**, or to accept a place in another course at Barrington College Australia. If a student chooses placement in a new course, Barrington College Australia will require the student to sign a new **Letter of Offer and Student Agreement** to indicate that he/she accepts the placement in the new course.

3(d) If Barrington College Australia is unable to provide a refund, or place a student in an alternative course, the Tuition Protection Service (TPS) will assist the student in finding an alternative course. If a registered education provider of an alternative course offers the student a place in the course, the student may accept the offer in writing within thirty (30) days of the provider obligation period ending, unless the period is varied by the TPS Director. The TPS will transfer any **unused portion of tuition fees** to the new registered education provider.

3(e) If there are no suitable alternative courses or course offers, the student may apply for a refund to TPS for the amount of any **unused portion of the tuition fees** that the student has paid to Barrington College Australia. These fees are any tuition fees that student has already paid and that are directly related to the course for which the tuition has not yet been received by the student.

Procedure

Refund application requests to be made in writing on the Refund Application Form provided by Barrington College Australia and submitted to the Administration Manager for processing.

You may also be required to submit relevant forms and evidence to support your refund application.

Requests for refunds will be processed and recorded in the refund register and in each student's file via the Student Management Database.

The Administration Manager will ensure all the relevant information has been recorded correctly, including Bank details as to where the money is to be deposited, before submitting to the Principal Executive Officer of Barrington College Australia.

The Principal Executive Officer will authorise eligible student refunds and a written explanation as to how the refund was calculated and a copy of the refund agreement that was signed by the student will be sent to the student and a copy placed in the student file for Barrington College Australia records.

If you are not eligible for a student refund, Barrington College Australia will formally notify you of its refund decision in writing.

If you do not receive a student refund, Barrington College Australia will provide you with the option of appealing the decision. Your request must be made within 20 business days of the student refund decision notice.

All Refunds will be paid in Australian dollars and will be processed and paid within 28 business days of the receiving the written request.

Any enrolment fee is non-refundable under any circumstances.

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to serious illness, family or personal matters, or reasons that are out of the ordinary.

Where evidence is provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable or a pro-rata refund of the unused portion of the tuition fees may be issued. This decision of assessing the extenuating circumstances rests with the PEO and shall be assessed on a case by case basis.

Note: The written agreement, and the availability of a complaints and appeals processes, does not remove the right of the student to act under Australia's consumer protection laws.

Summary of Refunds

A refund of Tuition Fees may be provided under the following circumstances:

Number	Circumstance	Refund Amount
1. Student Visa Refusal		
1(a)	Visa Refusal – Offshore (<i>before</i> course commencement)	Full refund less the enrolment fee
1(c)	Visa Refusal – Offshore (<i>after</i> course commencement)	Full refund less the enrolment fee and 2-week administrative fee
1(d)	Visa Refusal – Onshore (<i>before</i> course commencement)	Full refund less the enrolment fee
1(e)	Visa Refusal – Onshore (<i>after</i> course commencement)	Pro-rata refund of unused tuition fees less the enrolment fee and 2-week administrative fee
2. Student Default		
2(a)	Withdrawal from course at least 6 weeks prior to course commencement date	80% of tuition fees less the enrolment fee
2(b)	Withdrawal from course at least 4 weeks prior to course commencement date	70% of tuition fees less the enrolment fee
2(c)	Withdrawal from course at least 2 weeks prior to course commencement date	50% of tuition fees less the enrolment fee
2(d)	Withdrawal from course on or after course commencement date (with confirmed extenuating circumstances)	Pro-rata refund of unused tuition fees less the enrolment fee and 2-week administrative fee
2(e)	Withdrawal from course on or after course commencement date (with no confirmed extenuating circumstances)	No refund
2(f)	Barrington College terminates enrolment (failing to satisfy course attendance or academic progress)	No refund
2(g)	Barrington College terminates enrolment (failing to pay course fees)	No refund

2(h)	Barrington College terminates enrolment (for behavioural or academic misconduct)	No refund
3. Provider Default		
3(a)	Barrington College is unable to deliver the course (<i>before</i> course commencement)	Full refund
3(b)	Barrington College is unable to continuously deliver the course (<i>after</i> course commencement)	Pro-rata refund of unused tuition fees less the enrolment fee

Additional Fees

Enrolment Fee: AUD \$250 (Non-refundable)

OHSC (health cover): AUD\$647 for single per year or \$2325 for family cover per year
(Approximate only. Actual costs are subject to variation depending on cover required and selected OSHC provider schedule of fees)

RPL Assessment Fee: AUD \$750 per unit of Competency

Resubmission Fee for each cookery practical marked absent: \$250

Resubmission Fee for each Theory Assessment/Task): AUD \$150*

Replacement Certification Fee (if lost or damaged): AUD \$85

Replacement Student ID Card (if lost or damaged): AUD \$20

*Barrington College Australia allows students 1 re-submission fee without charge

Overseas Student Health Cover

Overseas Student Health Cover (OSHC) is insurance that provides cover on the costs for medical and hospital care which international students may need while in Australia. OSHC will also pay for most prescription drugs and emergency ambulance transport. If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organization - commonly referred to as health funds before applying for your visa. You will need to buy OSHC before you come to Australia, to cover you from when you arrive. You will also need to maintain OSHC throughout your stay in Australia.

You can find out more about purchasing OSHC at the following website:

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

Education Services for Overseas Students (ESOS)

The Australian Government expect that overseas students studying in Australia will have a safe, enjoyable and rewarding experience and Australia's laws promote equality and consumer protection for overseas students. In turn, Barrington College Australia will ensure that it safeguards overseas students' rights and welfare.

An overseas student on a student visa, must study with a registered education provider in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at <http://cricos.education.gov.au>

CRICOS registration ensures that both the course and the education provider meet the high standards necessary for overseas students.

Students are encouraged to check carefully that the details of their course, including its location, match the information on CRICOS.

As a nationally Registered Training Organization, also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS) Barrington College Australia meets the standards and requirements of the following legislation and regulatory frameworks:

o The Educational Services for Overseas Students (ESOS) Legislative Framework:

<https://internationaleducation.gov.au/RegulatoryInformation/Pages/Regulatoryinformation.aspx>

<https://www.asqa.gov.au/cricos-registration/cricos-registration-overview/esos-framework>

o Vocational Education and Training (VET) Quality Framework including

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organizations 2015

o Migration Regulations 1994:

http://www.austlii.edu.au/au/legis/cth/consol_reg/mr1994227/

o Privacy Act 1988 incorporating Privacy Amendment (Enhancing Privacy Protection) Act 2012

<http://www.oaic.gov.au/privacy/privacy-news>

o Work Health and Safety Act 2011 & Work Health and Safety Regulations 2011

Students' Rights

The **Education Services for Overseas Students (ESOS) Framework** protects students' rights, including:

- the right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from their provider and/or their provider's agent or marketing representative
- the right to sign a written agreement with their provider before or as they pay fees, setting out the services to be provided, fees payable and information about refunds of course money. Students should keep a copy of their written agreement.

The framework includes the **Tuition Protection Service (TPS)** which is a placement and refund service for international students, which may be activated as a last resort if a provider is unable to provide a course.

*The **Tuition Protection Service (TPS)** is an insurance cover that all CRICOS registered RTOs must have which aims to place students that are affected by closures of education providers in an alternative course of study first, with refund payments provided as a last resort only.*

The TPS gives students greater control and responsibility within the placement process by allowing students to make a choice from available alternative course placement options. A greater flexibility for students to decide about their future course placement, following the closure of an education provider, should lead to a more efficient and effective outcome for students and the sector as a whole.

Students should also benefit from quicker placements, or refunds where necessary, and a smoother transition to a new education provider.

The expectation is that students who are affected by the closure of an education provider will accept an alternative course, if one is available, for which they meet all the entry requirements, and for which there is no cost disadvantage to them. However, the student is not compelled to accept an alternative course and they would be eligible for a refund of the unused portion of the tuition fees. The student will need to confirm the possible implications that a change of education provider may have on their student visa with the Department of Home Affairs. However, other options might include an enrolment in a different course under a different visa category, or a return to their home country.

*In a situation where a student cannot find an alternative course during the placement period the student is eligible to request a refund of the **unused portion of the tuition fees** from TPS.*

(Visit the TPS website for more information at www.tps.gov.au. The TPS replaces the tuition

Assurance Scheme and the ESOS Assurance fund, although there may still be some references to the superseded terminology in the standards)

The ESOS framework sets out the standards Australian providers offering education and training services to overseas students **must** meet. These standards cover a range of information students have a right to know and services that must be offered to them, including:

- orientation and access to support services to help students study and adjust to life in Australia
- who the contact officer or officers are for overseas students
- if students can apply for course credit
- when a student's enrolment can be deferred, suspended or cancelled
- what a provider's requirements are for satisfactory progress in the courses and what support is available if students are not progressing well
- if attendance will be monitored, and
- a complaints and appeals process.

Transfer of Providers

In making an enrolment decision, students should be aware that one of the standards does not allow another education provider to enrol a student who wants to transfer to another course but has not completed six (6) months of their principal course of study.

If a student wants to transfer before they have completed six months of their principal course they need their provider's permission.

At Barrington College Australia students should note that requests for transfer within the restricted period may be refused under the following circumstances:

- if the request is not considered to be exceptional circumstances relating to the welfare of the students
- if the student has not utilized Barrington College Australia's support services or academic resources and assistance,
- if a valid offer letter from another provider has not been received
- if the transfer is perceived as detrimental to the student

- if the transfer request is based on a change of program and the requested program is offered by Barrington College Australia

Barrington College Australia will approve transfer requests within the six months restricted period in the following circumstances where students have supplied sufficient evidence in support of their claims:

- To change course to access greater support through the services of another provider than Barrington College Australia can provide
- The student demonstrates they are experiencing a threat to their physical or mental health and/or safety by remaining at Barrington College Australia, and demonstrates how this will be alleviated through transfer;
- The student is not coping in the program and has exhausted all avenues of Barrington College Australia academic support and assistance and has not improved their academic performance following an intervention strategy
- The student is required to move interstate and can provide supporting evidence
- The student can provide evidence that the program of study is not consistent with the documented program requested on the student's application
- Barrington College Australia is unable to continue to provide the program of study

Students will have 20 working days from receipt of a refusal notification to access Barrington College Australia's appeals process.

Student Responsibilities

As an overseas student on a student visa, students have responsibilities to:

- satisfy student visa conditions
- maintain Overseas Student Health Cover (OSHC) for the period of their stay
- meet the terms of the written agreement with their education provider
- inform their provider if they change address
- maintain satisfactory course progress
- follow the provider's attendance policy

Student Visa Requirements (refer section 3/4 for further information)

According to the Department of Home Affairs, to be granted a student visa, you must provide evidence that satisfies the assessment factors applicable to you". Assessment factors include your financial capacity, English proficiency and other, relevant information that can demonstrate compliance with the conditions of your visa and any other matters considered relevant to assessing your application. Additional information on student visa issues is available on the Department of Home Affairs Internet site on <https://www.homeaffairs.gov.au/Trav>

About Study at Barrington College Australia

Student Orientation

Student orientation dates will be indicated on the Student Letter of Offer and will be conducted the Monday of your course commencement week unless instructed otherwise.

The purpose of orientation is to fully inform new students of aspects of life at the College, to provide an introduction to studying, Barrington College Australia policies and procedures, Australia's costs of living, transportation, facilities, banking and accommodation, and to understand culturally appropriate and respectful behavior. In addition, Barrington College Australia staff will be introduced, a tour of the campus will take place and an opportunity to ask questions will be provided.

Orientations are compulsory for students to attend, as valuable information relating to students' courses will be covered during these sessions. If students are unable to attend due to exceptional circumstances they must contact the Administration to inform them of the situation and negotiate alternative arrangements. At the time of Orientation students are required to advise Barrington College Australia of their current contact details including residential address, email address and telephone number.

Maintaining Attendance and Course Progress (refer section 4 for further information)

The ESOS Legislative framework requires international students to study a full-time study load which is specified as 20 hours per week of face to face teaching. The only reason a student may undertake a reduced study load is if they need to undertake a part-time enrolment to complete a course of study where they need to repeat one or more failed units for the first time.

International students are not entitled to undertake a reduced study load because of credit transfer, exemptions or to repeat failed units more than once. Barrington College Australia recommends that all students attend 100% of classes to have the best opportunity to successfully complete the program of study within the expected duration of the program.

If a student is absent due to illness, they should provide a Doctor's certificate (from a registered medical practitioner with a provider number). A receipt is not sufficient. The medical certificate should be given to administration or your educator on the first day of joining the class after the illness.

Students may only defer course commencement for medical reasons (illness), or exceptional circumstances beyond the students' control, such as bereavement, serious illness or traumatic experiences. Students need to support their application for deferment with evidence such as medical certificates. Weddings, pregnancy, festivals or family occasions are not acceptable. Students must specify the duration and reason for the deferral and visa cancellation may be initiated by the Department of Home Affairs if the deferral is for more than one semester. Students advised to contact the Department of Home Affairs to see if this will impact their visa. To apply for a course deferment, please contact administration who will give advice on the procedure.

In turn, Barrington College Australia will only defer or suspend a student enrolment on the grounds of compassionate or compelling circumstances and may suspend or cancel a student's enrolment for misbehavior by the student (See Student Code of Behavior) or causing problems for other students, staff, the College's reputation and its relationship with other organizations or for breaking laws.

Barrington College Australia will also systematically record, monitor and assess the course progress and/ or attendance of international students according to the requirements of their sector – ELICOS courses are progress and attendance monitored whereas VET courses are progress monitored. This is primarily to identify and offer support to students who are at risk of failing to meet course progress and/ or attendance requirements.

under Section 19 of the ESOS Act as a registered provider, Barrington College Australia, will monitor, record and assess the course progress of each student for each unit and will report students who breach the course progress requirements.

To demonstrate satisfactory course progress, students will need to achieve competency in at least 80 per cent of units in any study period. Students who have been assessed as not competent may be re-assessed in accordance with Barrington College Australia assessment policy. However, if the student is not competent after being reassessed, then the student will be deemed as achieving unsatisfactory course progress. Students who have not been deemed competent in 50 per cent or more of the units during each study period are identified as students at risk and subject to an intervention strategy.

To demonstrate satisfactory course attendance, students will need to achieve competency in at least 80 per cent of units in any study period.

Early Intervention

Barrington College Australia adopts an early intervention approach to course progress and attendance. Educators/assessors monitor each student's performance in each unit of competency they are enrolled in. Attendance is monitored by daily sign-in sheets in class. If a student appears to be experiencing difficulty or are absent for more than 5 consecutive days without approval, the educator/assessor will notify the Campus Manager. The student will be asked to attend a meeting with the Campus Manager and the educator to discuss where the any difficulties are lie, and the appropriate support and assistance is provided. This may include internal or external support.

An Intervention Strategy will be implement where a student is identified as not meeting course progress or attendance requirements.

Where students are at risk of failing to meet course progress and/ or attendance requirements, Barrington College Australia will implement an Intervention Strategy to provide the student with academic or welfare support and assistance.

An Intervention Strategy is an individual plan developed by the Campus Manager and the educator/assessor in consultation with the student. The primary purpose of an Intervention Strategy is to provide specific assistance and/or advice to address the issues preventing the

student from achieving competency or attending classes. The Intervention Strategy must be agreed to and signed by the Campus Manager, the educator and the Student, and a copy placed in the student's file.

Examples of intervention measures may include the following:

- Arranging extra learning support or tutorials;
- Arranging counselling for assistance with personal issues;
- Providing advice regarding study habits (i.e. maintaining class attendance);
- Providing opportunities for students to be reassessed or to repeat subjects;
- Arranging to vary or reduce the enrolment load for the semester;
- Providing advice regarding course suitability.

Students who have been identified as being “**at risk**” at the end of a study period will be notified in writing requesting them to attend a course counseling interview with the Campus Manager within three (3) working days. The students at risk status will be discussed and an appropriate Intervention (and support) Strategy will be developed and formalised to enable the student to complete their studies.

The student will receive a copy of the program that is developed to achieve the required course progress and/or attendance with next review date on it. The educator/assessor will also receive a copy of the program and will be required to submit a weekly academic involvement report outlining the student's progress and/ or attendance. The intervention strategy will be implemented until the end of the next study period. It is the student's responsibility to ensure that they follow the intervention program that has been decided upon and to maintain contact with the educator/assessor and/or the Campus Manager.

If following the implementation of an intervention strategy, a student demonstrates competency through supplementary assessment for units which he/she had not successfully completed in the previous term, and as a result he/she achieves competency in 50% or more of the units attempted in that previous study period, the Campus Manager will review the student's academic history, and may cancel the intervention strategy, amend it or continue it unchanged to the end of the term.

The academic progress and or attendance of each student with an intervention strategy will continue to be monitored for the remainder of the second study period and the student's resulted will be reviewed at the end. If satisfactory academic progress of 50% or more is achieved during that second term, the student will no longer be regarded as being 'at risk' and the intervention contract will no longer be in place.

Unsatisfactory course progress

Students who do not achieve satisfactory course progress in two (2) consecutive terms will receive written notification of **Barrington College Australia intention** to report their unsatisfactory progress to DET via the PRISMS system in accordance with Section 19.2 of the ESOS Act. The Department of Home Affairs will be automatically alerted and may result in the cancellation of the student's visa.

Students will be advised how to access the Complaints and Appeals process. Students will have 20 working days in which to lodge an appeal against this intention.

After the appeals process is finalised, if the student is still considered to have failed to meet satisfactory course progress, Barrington College Australia will report the student to DET via PRISMS within 5 working days, and the student will receive a Section 20 Notice. The student must present to the Department of Home Affairs within 28 days to explain the breach, or their student visa may be cancelled.

Copies of the letters, intervention support program and all other relevant documents will be placed in the students file and a Diary note be recorded using the System Management Database.

One of the best ways for students to maintain acceptable course progress is to maintain attendance at classes.

Study Periods

For ELICOS courses, a study period is defined as the lesser of 6 months or half the length of the CoE for that course.

For Vocational courses, a study period is defined as 1 term in length.

Privacy

Under the Data Provision Requirements 2012, Barrington College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for the following purposes:

- populate authenticated VET transcripts;
 - facilitate statistics and research relating to education, including surveys and data linkage;
 - pre-populate RTO student enrolment forms;
 - understand how the VET market operates, for policy, workforce planning and consumer information; and
 - administer VET, including program administration, regulation, monitoring and evaluation.
- You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols

(including those published on NCVET's website at www.ncver.edu.au).

Information is collected during the student's enrolment to meet Barrington College Australia obligations under the ESOS Act 2000 and the National Code 2018, to ensure student compliance with the conditions of the student visa and the student's obligations under Australian immigration laws. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001, and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007.

This information includes but is not limited to personal and contact details, address and the circumstances of any suspected breach by the student of a student visa condition.

Students agree that Barrington College Australia may use their email address supplied on enrolment to email any information they consider necessary.

Information collected about students during their enrolment can be provided, in certain circumstances, to the Australian Government (the Australian Skills Quality Authority (ASQA), the Department of Education and Training (Cwlth) and Department of Home Affairs) and, if relevant, the Tuition Protection Service (TPS) Director. In other instances, information collected during the student's period of enrolment can be disclosed without the student's consent where authorised or required by law.

Students can access their own personal information held by Barrington College Australia and may request corrections to information that is incorrect or out of date.

Upon arriving in Australia students are required to advise the college of their **residential address**, including phone/mobile numbers, contact email address, emergency contact details and then advise any subsequent changes to these details

Barrington College Australia will also contact students at least every six (6) months during their enrolment and require them to confirm their personal details in writing.

The update of student contact details is very important. The college may send out warning notices to the student, which is aimed at helping to prevent breaches of student visa conditions. It is the student's responsibility and it is in the student's own interests that they always update their address details to ensure that important information about the course, tuition fees and possible breaches of the student visa are received.

Unique Student Identifier (USI)

All students undertaking nationally recognized training delivered by an RTO are required to have a Unique Student Identifier (USI) before an award such as a qualification or statement of attainment can be issued. A USI is effectively an individual's account or reference number that allows students to access all their training records, entered in the national vocational education and training (VET) data collection. The USI will enable students to find, collate and authenticate

their VET achievements into a single transcript and:

- link information about VET achievements, regardless of where they studied
- enable students to easily access secure digital transcripts of their achievements
- give students access to, and more control over their educational information
- ensure that students' VET records are not lost

Training organizations will be able to verify student achievements to determine pre-requisites, credit transfer and Recognition of Prior Learning (RPL) if applicable.

If students have already attained a USI they will need to provide Barrington College Australia (and other RTOs you may study with) with the USI on enrolment (or prior to results being finalised).

To obtain a USI, students should visit

<http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx>

The USI is available online and at no cost.

Student Code of Behavior (refer section 4 for further information)

Barrington College Australia respects the beliefs and cultures of all people. All students are required to display tolerance towards the views of others, even when they conflict with their own. In return, students have the right to be respected for their own beliefs and culture. The Student Code of Behavior requires the following rights to be respected and adhered to at all the times by students.

- Maintain academic conduct and integrity
- Maintain attendance and course progress;
- Give all class members the opportunity to learn in a quite non-disruptive environment free of harassment and discrimination;
- Do not come to campus/ class under the influence of drugs (prohibited substances) or alcohol;
- Bring all resources and equipment required to complete learning and assessment.
- Follow educator/assessor instructions at all times;
- Complete and submit assessment activities on or before due date

- Comply with Workplace Health and Safety obligations whilst on campus.
- In accordance with the Anti-Discrimination Act 1991, Barrington College Australia does not tolerate any form of discrimination. Students have the right to work and learn in an environment free of discrimination and harassment, and in turn a responsibility to maintain this environment.

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially and impartially.

Bullying is defined as 'the repeated less favorable treatment of a person by another or others in the workplace, which may be considered unreasonable and inappropriate workplace practice'. It includes behavior that offends, intimidates degrades or humiliates an employee or student.

Individuals who are subjected to bullying should immediately report any incident to the Campus Manager.

Barrington College Australia in accordance with the Anti-Discrimination Act 1991 and the Sexual Discrimination Act 1984 considers sexual harassment an unacceptable and illegal form of behavior that will not be tolerated under any circumstances.

Sexual harassment is any unwelcome conduct of a sexual nature. If a reasonable person would anticipate this behavior might make you feel offended, humiliated or intimidated, it may be sexual harassment. Sexual harassment is unlawful under the Sex Discrimination Act 1984 (Cwth).

Examples include:

- Sexually oriented jokes, innuendo or verbal abuse;
- Non-verbal acts like leering or sexual body gestures;
- Physical contact such as patting, pinching or touching, hugging, putting an arm around another person's body at work and brushing against another person's body.
- Person unwelcome invitations or telephone calls from colleagues at work or at home
- Sexual assault or rape.

Any allegations of sexual harassment brought to the attention of Barrington College Australia will be promptly investigated. Confidentiality will be maintained throughout the investigation to the extent practical and appropriate under the circumstances.

Individuals found to have engaged in misconduct constituting sexual harassment will be severely disciplined, up to and including termination of enrolment and/or reported to the appropriate authority.

Barrington College Australia will not in any way retaliate against an individual who makes a complaint of sexual harassment or against any participant in the investigation, nor permit any student or staff member to do so. Retaliation is a serious violation of this sexual harassment

policy and should be reported immediately. Any person found to have retaliated against another individual for reporting sexual harassment will be subject to the same disciplinary action provided for sexual harassment offenders.

Academic Conduct - Cheating, Plagiarism and Collusion

Academic misconduct includes but is not limited to **cheating** - including supporting others in cheating, **plagiarism**, **collusion** – including working in groups where not approved by the teacher, **electronic plagiarism** and **falsifying** information.

Barrington College Australia is committed to upholding high standards of training and assessment and requires all students to:

- Participate in learning and training & conduct research with honesty & integrity
- Where necessary, acknowledge and seek permission to use the work of another
- Understand that all work submitted for assessment must be their own work and in no way falsified or completed by another person
- reference carefully the copyright works used to avoid plagiarism, which is considered 'academic misconduct'

The Principal Executive Officer may take action to suspend or cancel a student's enrolment in circumstances where the student breaches the 'Student Code of Behavior'. Options for actioning suspension or cancellation of a student's enrolment also includes if the student becomes the subject of an external state or commonwealth government investigation such as the police, tax office or immigration. Decisions made by the Principal Executive Officer will be documented and sent to the student as per Standard 9 of the National Code of Practice: Deferral, suspension and cancellation. The student has the right to appeal the decision as per the Complaints and Appeals policy and procedure.

Once the complaint or appeal has been resolved or where a student chooses not to lodge a complaint or appeal, Barrington College Australia must notify the Secretary of DET via PRISMS under section 19 of the ESOS Act within 14 days of the date that the appeal period ends. Barrington College Australia will not notify DET of any suspension or cancellation whilst an internal appeal is being determined unless there are serious concerns regarding the student's welfare.

Serious concerns may include, but are not limited to:

- the student is missing;
- the student has medical concerns such as depression or psychological issues;
- the student engages or threatens to engage in behavior which is believed to endanger other students;

- the student is at risk of committing a criminal offence.

The Student Code of Behavior will be further discussed orientation.

Barrington College Australia will engage law enforcement where students are involved in the following cases;

- Possession of a weapon, including, but not limited to firearms;
- Trafficking in drugs and weapons;
- Robbery;
- Use of a weapon to cause bodily harm, or to threaten serious harm;
- Acts of vandalism causing extensive damage to school property or property located on school premises and
- bodily harm

The National Code of Practice does not require Barrington College Australia to continue providing learning opportunities throughout the 20 working days allowed to appeal the decision and during the internal complaints and appeals process. Based on the nature of the misconduct, Barrington College Australia will decide, on a case by case basis, whether to allow the student to continue to attend class, to make alternative study arrangements for the student, or to deny the student access to study opportunities. In making such a decision Barrington College Australia will consider whether denying the student learning opportunities throughout the 20-day appeal period and during the internal complaints and appeals process may disadvantage the student in their subsequent studies should the complaints and appeals process find in their favor.

Complaints and Appeals

Barrington College Australia ensures that all stakeholders including students have access to a fair, equitable and efficient complaints and appeals process.

The definition of a **complaint** is

- a person's expression of dissatisfaction with any service provided by Barrington College Australia. Students may raise any matters of concern relating to training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

The definition of **Appeal** is

- a request to review a decision that has previously been made.

Students are initially encouraged to resolve concerns or difficulties with the person concerned before it becomes a formal complaint.

If a student is dissatisfied with the outcome of a decision, they may access an independent external body as required and as described in the External Appeals section of this document.

Internal complaints and appeals will incur no costs to the student. Barrington College Australia will ensure that prompt decisions will be made to ensure a student's visa will not be restricted and affect the student's stay in Australia. The Principal Executive Officer is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

The written agreement with the student, and the availability of complaints and appeal processes, does not remove the right of the student to take action under Australia's consumer protection laws:

This policy is applicable to all complaints and appeals made by students irrespective of the reason for the initial decision.

Informal Complaints Procedure

In the first instance, students are encouraged to try and resolve concerns or difficulties directly with the person involved. However, if the student is not comfortable with this approach or this approach is not possible for any reason, students may raise the matter with the any Barrington College Australia staff member. If students are not satisfied with the outcome of the informal process they are encouraged to register a formal complaint.

Formal Complaint Procedure

To register a formal complaint a student must complete the Student Complaint Form and contact the Campus Manager to arrange a meeting. At this meeting, the complaint can be discussed, and a resolution attempted. The student may be accompanied and assisted by a support person at this meeting.

If a student is dissatisfied with the outcome of this meeting, then the student will have an opportunity to formally present their case at no cost to the student, in writing or in person to the Principal Executive Officer of Barrington College Australia.

The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting.

The Principal Executive Officer will endeavor to resolve the complaint with the student and any other parties who may be involved.

The resolution phase will commence within 10 working days of the complaint being lodged in writing.

A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. Where it is

expected that the complaint resolution may take more than 60 days, Barrington College Australia will advise the student accordingly and continue to provide the student with progress of the complaint process.

At the end of the resolution phase the Principal Executive Officer will give a written statement of the outcome, including the details of the reasons for the outcome by letter or email to the student (last known address). Barrington College Australia decision and reasons for the decision will be documented by the Principal Executive Officer and placed in the students file.

Internal Appeals Procedure

Internal appeals may arise from several sources including appeals against assessment, appeals against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by Barrington College Australia.

Students have the right to appeal decisions that they consider to be unfavorable and/or unreasonable; or where Barrington College Australia's intention is to report the student due to the following:

- Unsatisfactory Academic Progression
- Unsatisfactory Class Attendance
- Non-payment of fees
- Other matters related to a student's program of study at Barrington College Australia

Students lodging an appeal must outline the decision and reasons for the appeal, including any compassionate or compelling circumstances, and may provide documentary evidence in support of their appeal. Appeals must be received within the timeframe as specified above.

Students must submit their appeal in writing by completing an Appeal Application Form for consideration by an Appeals Committee, consisting of the Campus Manager, and 2 other persons (such as relevant training and/or content expert, industry representative) not directly involved in the initial decision/assessment.

Where a student attends a meeting as part of the Appeals process, the student has the right to be accompanied and assisted by a support person in every meeting they attend.

Students have up to 20 business days to lodge an internal appeal against Barrington College Australia formal notification of intent to report the student.

Internal appeals for any other decisions related to a student's program of study at Barrington College Australia must be lodged within 5 business days of the date the decision was communicated to the student in writing. If an internal appeal is not lodged within the specified timeframe, the decision will stand.

All documentation lodged must be original documents or certified copies, no photocopies or facsimiles will be accepted.

A student's enrolment will be maintained, and students are required to attend all classes during an internal appeals process. However, in circumstances where student is issued with a letter of intent to report for non-payment of fees, student may be excluded from the classes until all overdue fees are paid in full.

When a student is reported for **Unsatisfactory Course Progress** Barrington College Australia will maintain the enrolment of the student, which means Barrington College Australia does not notify DET of any change to the student's enrolment status through PRISMS until both an internal and external appeal (if required) is complete which may support Barrington College Australia decision to report.

The appeal resolution phase will commence within 10 working days of the internal appeal being lodged in writing. A maximum time of 30 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by the Campus Manager with the costs of reassessment met by Barrington College Australia.

The student will be provided with a written statement of the outcome of the internal appeals process within 5 business days of the appeal hearing, including details of the reasons for the outcome, and any actions to be undertaken.

The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the Principal Executive Officer and placed in the student file.

When the complaint handling and appeal process results in a decision that supports the student, Barrington College Australia will immediately implement any decision and or corrective and preventative action required and advise the student of the outcome.

External Appeals

If a student is dissatisfied with the internal appeal decision, Barrington College Australia will nominate an independent external person or organization to hear the complaint to propose a final resolution. This person or body will not be the same as any person or body that heard the original complaint.

The purpose of an external appeal process is to consider whether Barrington College Australia has followed the correct policies and procedures in making the appeal decision but is not to review the decision **previously made by** Barrington College Australia.

Students who wish to have their case heard by an external body, must notify the Campus Manager of their External Appeals lodgment detail within 5 business days from the date on the written notification of the outcome of the student's internal appeal.

Students are required to immediately advise Barrington College Australia of the outcome of the external appeals process.

If an appeal is lodged regarding Barrington College Australia decision to report the student for unsatisfactory course progress or unsatisfactory attendance Barrington College Australia will maintain the student's enrolment (i.e. not report the student for unsatisfactory progress or attendance) until the external appeals process is complete and has supported the provider's decision to report.

If an appeal is lodged regarding Barrington College Australia decision to suspend or cancel a student's enrolment or suspend a student's enrolment due to misbehavior Barrington College Australia only needs to await the outcome of the internal appeals process (supporting the provider) before notifying DET through PRISMS of the change to the student's enrolment. Once DET has been notified of a suspension or cancellation of a student's enrolment, the student has 28 days in which to either leave Australia, provide Department of Home Affairs with evidence that he or she has accessed an external appeals process or show the Department of Home Affairs a new Confirmation of Enrolment (CoE).

Nothing in this procedure inhibits student's rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies. Students wishing to take this course of action are advised to contact a legal representative and will incur all costs of this action.

Ombudsman:

The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website www.oso.gov.au

or email ombudsman@ombudsman.gov.au

or phone 1300 362 072 for more information.

The Overseas Students Ombudsman will investigate complaints at no cost to the provider or student.

The Overseas Students Ombudsman **can investigate complaints about** action taken by private providers in connection with overseas students. Complaints might, for example, be about:

- refusing admission to a course;

- fees and refunds;
- course or provider transfers;
- course progress or attendance;
- cancellation of enrolment;
- accommodation or work arranged by a provider;
- incorrect advice given by an education agent.

The Queensland Ombudsman's office may take several weeks to investigate the student's appeal. Should international students have concerns regarding their student visa during this time, they should seek advice from the Department of Home Affairs.

About Staying & Studying in Australia

Australia is a multicultural country, with much natural beauty including golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent. Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants, which are unique on the planet.

Arts & Multiculturalism

Australian contemporary arts reflect the world's oldest continuous cultural traditions and a diverse, multicultural society. Our visual and performing arts communities receive international acclaim for their vibrancy, originality and cutting-edge work in the arts, literature, stage and cinema, dance, classical music and contemporary Australian rock music.

The National Museum of Australia opened as part of Australia's Centenary of Federation celebrations in 2001. It is co-located with the Australian Institute of Aboriginal and Torres Strait Islander Studies in the nation's capital city of Canberra and adds to more than 1000 museums throughout Australia.

More than 100 ethnic groups are represented in Australia, making Australia one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of Indigenous cultures, early European settlement and immigration from all parts of the world. Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and our communities. We take great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

Language

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

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well. English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

Costs of Living

In addition to paying the full cost of their courses, international students must meet all their own travel and living expenses, plus any student association fees or administrative charges made by the institution.

From 1 February 2018, the 12-month cost of living is as follows:

- AUD\$20,290 a year for a student/ guardian;
- AUD\$7,100 a year for a partner/ spouse;
- AUD\$3,040 a year for a child

Under the Department of Home Affairs regulations, prospective student visa applicants and their family members must have genuine access to these funds while in Australia.

For further information, please see:

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

Accommodation options (refer section 3)

Australia has a variety of high standard student accommodation available to suit different budgets and needs and there are several long-term housing options, such as hostels (rooming houses), Homestay (living with a family in their home), and rental properties (either on your own or sharing with others).

Shared accommodation with other students is common and popular and student notice boards and newspapers often advertise rooms, apartments and houses for rent.

Most accommodation, except homestay, does not include electrical appliances, household equipment, sheets and blankets etc. Second-hand household goods are available quite cheaply, but students may wish to bring some of their own basic items.

Websites (e.g. <http://www.domain.com.au>

and <http://www.realestate.com.au>

list accommodation for rent and provide a good idea of the type and cost of accommodation that is available.

Similarly, specialized homestay providers may assist students with a range of homestay accommodation and meet and greet options

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

For further information, please refer to the following websites:

- <http://www.studiesinaustralia.com/studying-in-australia/accommodation>
- www.fairtrading.nsw.gov.au/Youth/International_students.html

As a guide only, students may expect to pay approximately

- Full Board (Home stay) AUD\$235 – AU\$325 per week.
- Half Board (Homestay) AUD\$170 – AUD\$300 per week (plus expenses)
- Hostel/ Guesthouse AUD\$90 – AUD\$150 per week
- Leasing a House/Flat AUD\$165 – AUD\$440 per week (unfurnished) (plus expenses)
- Share accommodation AUD\$85 – AUD\$215 per week (plus expenses)

Schooling (refer section 3)

A school-age family member joining the student in Australia is expected to attend school in Australia. Evidence of enrolment for them must be provided if they are to be granted a student visa as a family unit member. In most cases, public and private schools charge fees for family unit members of student visa holders. The student is responsible for the payment of school fees and for ensuring the student's family unit member attends school throughout the period of study in Australia. For the international student dependents, please consult the following websites for more information:

- <https://www.eqi.com.au>
- <http://www.isq.qld.edu.au/international-students>

Safety

Australia is a comparatively safe place to live with a relatively low crime rate, but students must take the necessary precautions to protect themselves, just like they would at home. Looking after their safety, health and overall wellbeing is important, especially while dealing with the added stresses of being in a new country and adjusting to a new way of life. It is important to always be alert and aware of your surroundings and to avoid dangerous areas and activities, particularly at night. Please refer to the following website for safety tips in Australia:

- <https://www.studyinaustralia.gov.au/global/live-in-australia/health-and-safety>

Working in Australia

Students must not engage in work in Australia for more than 40 hours per fortnight during any period when the student's course of study or training is in session and they must not engage in work before the course for which the initial student visa was granted commences. A fortnight means a period of fourteen (14) days, commencing on any Monday and ending on the second following Sunday.

Please note: No work restriction (limits) apply during recognized periods of holidays (i.e. any scheduled course breaks and official Barrington College Australia holidays).

For further information, please refer to the following website:

- <http://www.border.gov.au/Trav/Stud/More/Work-conditions-for-Student-visa-holders>

There are several ways to find work in Australia. Students can find job advertisements in local newspapers and on websites such as

- <http://www.seek.com.au>,
- <http://www.careerone.com.au>
- <http://www.mycareer.com>,
- <http://www.govolunteer.com.au>

Many international students work part time or casually to help support themselves while studying in Australia. No matter where they are from, international students get the same pay and conditions as Australian employees.

Students are encouraged to maintain a work diary to ensure their rights are met:

Why do you need a work diary?

There are rules about what hours you work, how much you get paid and how often you can have a break.

A work diary will help you keep track of your work and help you check your pay and other entitlements. You can also use it to write down things that happen at work if a problem comes up.

You can use any diary to keep records or even your iPhone or iPad.

What should you put in your work diary?

A work diary should record all the details about your work like:

- roster times
- the time you start, and finish work each day

Keeping these details in your work record will help you work out your pay.

You can check out the Fair Work Ombudsman's website for information about pay at www.fairwork.gov.au/pay

and other work entitlements like breaks at

www.fairwork.gov.au/employeeentitlements

How do I use my work diary?

Fill in your diary every day you work. It's a good idea to do this after you finish work while everything is fresh in your mind.

Your employer should have records of your work, so you don't have to give your diary to them. But if you must talk to your supervisor or boss about your entitlements or a problem, you should give them a copy of the parts of the diary that you filled in on those days.

You can show your work diary to someone else who is helping you with a problem with your entitlements, like the Fair Work Ombudsman.

You can also use your work diary if you must go to court to get your entitlements.

If you use your personal diary as your work diary, you can cover up personal information before sharing it with others.

Find information about working in Australia for international students and visa holders and migrant workers at

www.fairwork.gov.au/internationalstudents

The Fair Work Ombudsman has information about your rights and protections at work in 27 languages at

www.fairwork.gov.au/languages

Check out the Fair Work Ombudsman's *Starting a new job guide* which will help you understand your rights and responsibilities when settling into a new job at

www.fairwork.gov.au/newjob

The guide has been translated, including into Chinese, Korean and Vietnamese. You can find the language versions on the relevant language page.

You can also ask the Fair Work Ombudsman for help if something isn't right and you and your employer can't sort it out. Visit www.fairwork.gov.au/help

for more information about this.

GPO Box 442
Canberra ACT 2601

www.oso.gov.au e-mail: overseas.students@ombudsman.gov.au (1300 362 072 within Australia between 9am to 5pm Monday to Friday, Australian Eastern Standard Time (AEST) (612) 6276 0111 outside Australia

Travel

Australia is one of the top tourist destinations in the world. Many tourism activities in Australia are based on cultural festivals, such as Chinese New Year and Easter. Australia is famous

around the world for its unique sporting events like surf carnivals, test series (Cricket) Australia vs. India, the Australian Formula One Grand Prix, the Melbourne Cup, and the Australian Tennis Open. Other attractions that appeal to travelers are Australia's unique flora and fauna, national parks, beaches, reefs, lakes, rivers, deserts and the Kimberley region in far north Western Australia, which is one of the oldest geological areas on earth. The world-renowned theme parks on the Gold Coast (e.g. Sea World and Movie World) are very popular and the Gold Coast is one of the most popular destinations both for domestic and international visitors in Australia. Aboriginal Australia is about sharing the world's most ancient living culture, best expressed through art, storytelling, dance, music and the land itself. For the adventurous traveler, this means learning about traditional Aboriginal practices as well as contemporary interpretations. Australia's major cities Sydney, Melbourne, Adelaide and Brisbane showcase the nation's young and free-spirited way of life. Here, visitors can enjoy our outdoor lifestyle, see Australia in its architecture and fashion, experience it in its multicultural precincts, shops, theatres and bars, observe it in our people, taste it in our food and smell it in our oceans and bushland.

Smoking

Unlike some other countries, Australia has tough anti-smoking legislation. No smoking is allowed inside any enclosed public space. This includes all Barrington College Australia buildings, toilets and stairwells. Students who wish to smoke in personal time or study break times need to go outside and at least 5 metres away from any building entrances as some public outdoor spaces are also smoke free (no smoking) areas.

The following public outdoor places are smoke-free

- within 10 metres of children's play equipment
- patrolled beaches (between flags)
- artificial beaches (between sunrise and sunset)
- commercial outdoor eating and drinking areas
- major sport stadiums
- pedestrian malls and public transport waiting points
- within 4 metres of non-residential building entrances

The City Council may issue on-the-spot fines of \$220 to anyone found smoking in a no-smoking area.

Welfare Support

Barrington College Australia aims to ensure that all students enjoy their time in Australia. However, sometimes problems occur in a students' life that can't be controlled. Barrington College Australia understands that these problems often feel worse when students are a long way from home and family. Barrington College Australia can provide information about counselling services if students need to speak to a counsellor.

A counsellor may be able to help with the following, or any other, problems:

- Crises in your life (your own or your family's);
- Difficulty in making an important decision;
- Feeling depressed; • Feeling highly stressed;
- Alcohol/drug abuse, gambling or other addictive behavior that is seriously affecting your health or social functioning, including your study;
- Eating disorders;
- Suicidal thoughts

National and Local Welfare Assistance and Support Services

Mental Health

- | | |
|----------------------------|------------------|
| • Beyond Blue | Ph: 1300 224 636 |
| • Kids Helpline | Ph: 1800 551 800 |
| • The Butterfly Foundation | Ph: 1800 334 673 |

Personal or family crisis

- | | |
|---------------------------|------------------|
| • Relationships Australia | Ph: 1300 364 277 |
| • Lifeline | Ph: 13 11 14 |
| • Headspace | Ph: 1800 650 890 |
| • MensLine | Ph: 1300 789 998 |
| • WomensLine | PH: 1800 811 811 |

Drug, alcohol, and other types of addiction

- | | |
|---|------------------|
| • National Alcohol and Other Drug Hotline | Ph: 1800 250 015 |
| • Alcoholics Anonymous | Ph: 1300 222 222 |

Legal

International students can seek legal advice in relation to immigration (visas), discrimination and many other matters. Legal advice and assistance can be obtained for free or at minimal cost.

For further information, please see below:

Legal Aid Queensland can provide free legal advice. Their toll-free number is 1300 651 188 (cost of a local call from a fixed line).

Also see: www.legalaid.qld.gov.au

Barrington College Australia Contact Details

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Competency Based Training and Assessment

Nationally recognized training programs such as Certificates and Diplomas are **competency based** which means that training and assessment activities or recognition skills and knowledge focuses on a students' ability to apply relevant knowledge and skills to demonstrate performance of workplace tasks to a standard specified by that industry.

The specific skills and knowledge required for workplace application are detailed in Units of Competency and these may be delivered on their own, or 'packaged' together by a training organization to make up a nationally recognized qualification, based on the requirements specified in the Training Packages.

To be considered competent in any Unit of Competency students must be able to demonstrate the required skills and knowledge to complete work tasks in a range of situations and environments. This may include demonstrating performance and skills in real work situations or in simulated applications (such as case studies, projects, demonstrations) over a period of time.

Evidence (assessment) collected by assessors must sufficiently demonstrate the following:

- That a student can do the job or task to the required standard
- That a student understands why the job should be done in a particular way
- That students can handle unexpected issues or problems
- That students can work with others 'in a team'
- That students can do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- That students know the industry or workplace legislation, rules and procedures

Competency based training and assessment is all about providing students with every opportunity to develop competencies. If evidence (assessment) does not satisfy the assessment requirements (criteria, benchmarks) assessors will provide feedback and possibly additional support (such as allowing a student an opportunity to provide additional evidence, do more research or practice skills before they demonstrate them again) and may negotiate additional or alternative assessment for resubmission or re-assessment.

Course Overview

AVI30316 Certificate III in Aviation (Remote Pilot–Visual Line of Sight) – 36 weeks

The Certificate III in Aviation is relevant to individuals operating remotely piloted aircraft systems (RPAS) within visual line of sight (VLOS), below 400 feet above ground level (AGL), in day visual meteorological conditions (VMC), outside of controlled airspace, greater than 3 nautical miles from an aerodrome, outside of populous areas. This qualification is suitable for people pursuing an aeronautical or aviation profession and require formal training in the correct flying techniques and operations of drones.

SIT30816 Certificate III in Commercial Cookery – 52 weeks

The Certificate III in Commercial Cookery covers a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. This course provides a good understanding of current international industry standards and will skill you with a wide range of cookery skills. In addition to studying theoretical components, students will be experiencing hands-on practical tasks in a commercial kitchen with qualified chefs.

SIT40516 Certificate IV in Commercial Cookery – 76 weeks

The Certificate IV in Commercial Cookery covers a wide range of well-developed cookery skills and sound knowledge of kitchen operations to prepare food and menu items. This course provides a good understanding of current international industry standards and will skill you with a wide range of cookery skills, enabling you to take a leadership role within an establishment. In addition to studying theoretical components, students will be experiencing hands-on practical tasks in a commercial kitchen with qualified chefs

SIT50416 Diploma of Hospitality Management (Sous Chef) – 52 weeks

The Diploma of Hospitality Management (Sous chef) will prepare students to work as a qualified chef and take up management roles in the hospitality sector for front and back of house. This qualification provides students with advanced level skills involving leading and coaching individuals or teams in a fully functional commercial kitchen. Graduates increase their opportunity to secure employment at a managerial level by acquiring skills to operate independently and have responsibility for others and make a range of operational business decisions.

SIT50416 Diploma of Hospitality Management – 52 weeks

The Diploma of Hospitality Management gives you proficiency in a broad range of hospitality skills, combined with managerial skills and sound knowledge of industry to coordinate hospitality front of house operations. Students will receive first-hand experience in a hospitality setting through industry placement to develop essential skills to manage and operate a hospitality establishment. There is a global demand for qualified and talented hospitality professionals who can handle any front of house hospitality role.

SIT50316 Diploma of Event Management – 54 weeks

The Diploma of Event Management covers a broad range of event-related skills and sound knowledge of event management processes to coordinate event operations.

Gain first-hand training in the fundamentals of the planning and delivery of public, private and corporate events. Learn how to meet client requirements and work with multiple stakeholders to bring your clients vision to life. Work is undertaken in an office environment where the planning of events takes place, on-site at venues where events are staged or a combination of both.

BSB50215 Diploma of Business – 40 weeks

The Diploma of Business program provides an umbrella view of the business world. Students will have access to a variety of theory and practical learning opportunities, which will give you specialised knowledge and high level of understanding to prepare you to undertake a professional career in the corporate or business marketplace. This qualification provides a broad range of skill-sets desired by modern companies, including communicating with influence, project management, workforce planning management, human resources and risk management.

SIT40516 & SIT50416 Dual Qualification: Certificate IV in Commercial Cookery & Diploma of Hospitality Management (Sous Chef) – 102 weeks

The Certificate IV in Commercial Cookery and Diploma of Hospitality Management (Sous Chef) is a unique and specialised pathway to a career in Hospitality. This course equips students with the formal qualifications needed to progress within the hospitality ranks by providing a good understanding of industry standards, cooking skills, kitchen operations and leadership and management techniques needed to secure employment at a managerial level. In addition to studying theoretical components, students will be experiencing hands-on practical tasks in a commercial kitchen with qualified chefs. This dual qualification will have you job-ready for exciting positions, equipped with real-life experience and current industry knowledge.

SIT50416 & SIT50316 Dual Qualification: Diploma of Hospitality Management & Diploma of Event Management – 78 weeks

The Diploma of Hospitality Management and Event Management is unique and specialised pathway to a career in Hotel & Event Management. There is a global demand for professional and talented hospitality specialists who can handle any front of house role and have the understanding and implementation skills of event operational processes. This course provides you with the skills and knowledge to exceed the expectations of both employers and guests in front of house hospitality operations. The Diploma of Event Management provides a broad range of event management skills including communication, planning and organisational skills. This dual qualification will have you job-ready for exciting positions, equipped with real-life experience and current industry knowledge.

SIT50316 Advanced Diploma of Hospitality Management - 80 weeks

The Advanced Diploma of Hospitality Management provides you with the high-level skills and knowledge needed to be an all-round expert in the hospitality field. The ability to balance a diverse range of skills when looking after people and a business, is the mark of an amazing manager. This course combines practical techniques with essential business and management knowledge, which is tailored specifically to hotel management. Students will gain substantial knowledge in areas such as budgeting, finance, operational plans, and staff performance.

