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Cambridge English College
(CRICOS 03830D)

ELICOS STUDENT HANDBOOK

2023



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WELCOME

Thank you for choosing Batool International Pty Ltd., (trading as Cambridge English College) to assist you in achieving your learning goals. We have developed this Student Handbook to give you a guide through your studies and life in Australia. This handbook sets out a range of processes and procedures that have been put in place to guarantee consistency and quality as well as other useful information. Please take time to read this information and complete the "Declaration" at the back of this handbook and return it to us.

On behalf of the whole team, we wish you an enjoyable and rewarding experience with us.

This handbook will refer to a number of documents and where they can be sourced rather than provide a full inclusion. At your orientation, numerous policies will be presented and in keeping with our green and sustainability policy, the resources are available on the online student portal system at any time to clarify all policies. Further, the administration office can provide you with all relevant documentation.

College Facilities

Our classrooms are modern, air-conditioned, have good lighting and are insulated against



outside noise and noise from other classes. They have computers for shared use. They are fitted with data projectors and furniture for both teachers and students.

General facilities for students include:

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

No Smoking Policy

Smoking is not allowed anywhere in the building, on campus. Please DO NOT smoke near the building entrance. If you smoke outside make sure you check for no-smoking signs around you, as some places in Sydney are no-smoking areas and penalties may apply.

Class Times for English Courses

Evening classes (Monday –Thursday)

4:00 – 9.00pm. There are two 15 minute breaks.

Student ID Cards

Students will receive their student ID card within one week after enrolment (as long as the Student Services Officer has been given one passport size photos on orientation day)

- ID cards may be used as proof of identity
- Students are not able to use student ID for discounts on public transport fares. International students must pay the full fare.
- Students must carry their ID cards at all times while on College premises for security reasons

Student Services

Student Support Officer are the main point of contact during your course.

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

The Student Services Officer provides the following assistance for students:

- Orientation sessions (for English courses every Monday at 3:00 p.m)
- Documents and correspondence needed (Confirmation of Enrolment Letters, Attendance letters, Certificates, student tuition fees and invoices)
- Student ID cards
- Overseas student health cover information
- Student events
- General questions



Living in Sydney

Accommodation and Living Expenses

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

Note: This figure does not include tuition fees. Please visit the Department of Home Affairs website for more information: <http://www.homeaffairs.gov.au/>

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

For more information please visit Study in Australia <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs> .

Costs

- Hostels and guesthouses - \$80 to \$135 per week
- Shared rental house- \$100 to \$250 per week
- Private rental apartment - \$200 to \$400 per week
- Groceries and eating out - \$80 to \$200 per week
- Gas and or electricity - \$60 to \$100 per week
- Car (after purchase) - \$150 to \$250 per week
- Entertainment - \$50 to \$100 per week
- Phone and Internet - \$20 to \$50 per week
- Public transport - \$10 to \$50 per week

Transport

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

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

The electronic ticket system, Opal, is an easy and convenient way of travelling on all transport in Sydney, Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands. For more information please visit the Opal website <https://www.opal.com.au/>



Accommodation Options for Students



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



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



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



Banks

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

Commonwealth Bank (CBA) www.commbank.com.au

Westpac Bank www.westpac.com.au

ANZ Bank www.anz.com.au

St George Bank www.stgeorge.com.au



Opening a Bank Account

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

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

Places of Worship

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

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

Emergency, Health Services and Useful Numbers

Batool International Emergency Contact	0414 760 282
Department of Home Affairs	13 18 81
Domestic Violence Line (24 hours)	1800 656 463
Health Services Australia (Medical) https://www.healthdirect.gov.au/australian-health-services	1800 022 222
Lifeline Counselling Service	13 11 14
Police, Ambulance, Fire	000
Privacy Hotline	1300 363 992
Public Transport Information Line (Timetables, etc)	13 15 00
Smoking Quit Line	13 18 48
Telephone Directory Assistance	12 455
Translating and Interpreting Service (24 hours)	13 14 50
BUPA helpline	1800 888 942
Health Services Australia (Medical Examination) BUPA	1300 794 919
Counselling and Mental Health Services available 24 hours	



Lifeline	13 11 14
International Student Emergency Line	13 77 88
Specialist and Welfare Telephone Services available 24 hours	
Domestic Violence Service	1800 656 463
NSW Rape Crisis Centre	1800 424 017
Women's and Girls Emergency Centre	(02) 9319 4088
Poisons Information Service https://www.poisonsinfo.nsw.gov.au/	13 11 26
Community Services	
ARAFMI (Assoc. of Relatives & Friends of the Mentally Ill)	
Abortion Grief Counselling	1300 363 550
Abortion Trauma & Crisis Pregnancy Help	1300 737 732
Alcohol & Drug Information Service	08 9370 0333
G-Line (Gambling Counselling)	1800 858 858
Men's Line Australia	1300 789 978
Mission Australia Helpline	1800 888 868
Pregnancy Help Line	1800 795 304
Legal	
Legal Aid, NSW	1300 888 529
Ombudsman's Office of NSW https://www.ombo.nsw.gov.au/	(02) 9286 1000
Housing	
Tenants Union of NSW Hotline	1300 888 529
Youth Emergency Accommodation Line (recorded info)	(02) 9698 5833
Money & Credit	
Credit Helpline	1300 781 767
Centrelink Youth & Students Line	132 468
Medical Services	
Sydney Medical Centre	(02) 9261 9200



Working in Australia

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

Australia provides good opportunities for part-time and casual work. Rates of wages may range from \$20 to \$25 Australian dollars per hour for casual work depending on the job.

Your work right / visa will come into effect once you start studying your course.

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

Information on Sydney

Useful websites with information about Sydney:

Discover Sydney	http://www.discoversydney.com.au/
Sydney City Search	http://Sydney.citysearch.com.au/
Official City of Sydney Site	http://www.cityofsydney.nsw.gov.au/
Sydney Morning Herald	www.smh.com.au
Bureau of Meteorology	http://www.bom.gov.au/
Sydney Transport	www.sydneytransport.net.au

Orientation

All students must attend an orientation program before starting their course. At Orientation, students must sit the College English Placement Test. This test is mandatory and it helps us assess your English language abilities and find the most suitable class for you to study in. It takes approximately 1 hour and has 4 parts – Reading, Grammar and Vocabulary, Writing and Speaking.

Orientation takes place 3.00pm on Mondays. The last day a student can start a four week module is Monday of Week 2. If you arrive after this you must defer your start date to the next intake/ module start.

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

Orientation and Induction Procedures

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



Day, you will be given information about:

- The College placement test
- personal information
- allocation to class
- appeals and complaints
- attendance
- changing classes / courses (at an extra cost)
- class timetable
- documents – ID photos - copies of passport pages
- explanation of basic requirements
- leave - medical and other leave
- work health and safety procedures and evacuation procedures
- payments
- student handbook
- tour of College
- use of the Internet

Important Information for Student Visa Holders

Student Visa Requirements

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

Student Protection and Rights in Australia

ESOS Framework

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

Protection for Overseas Students

As an overseas student on a student visa you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). See: <http://cricos.deewr.gov.au> for more information. CRICOS registration promises that the course and the education provider where you study meet the high standards for overseas students. Please check that provider matches the information on CRICOS.



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

Your Rights

The ESOS framework protects your rights, including:

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

Your Responsibilities

As an overseas student on a student visa you have the following obligations:

- meet and satisfy your student visa conditions
- make sure your **Overseas Student Health Cover** (OSHC) is in use for the period of your stay
- meet the conditions of the written agreement with your provider
- tell your provider if you change your address
- to have satisfactory course progress
- follow your provider's attendance policy

Medical Problems

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

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

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

We will record the details on our student database. You will still be marked 'absent' but it will be



taken into consideration by the Department of Home Affairs if your attendance falls below 80%. You should keep the original copy of any medical documentation as the Department of Home Affairs may wish to see it.

Health Insurance for Overseas Students

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



The College forwards payment and the application for health insurance for new students who have asked for this service to BUPA. For policy information, please see:

<http://www.bupa.com.au/health-insurance/cover/oshc>.

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

Counselling

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

Students can see the counsellor for many reasons. Everyone finds themselves in difficult situations at some time in their lives. Please talk to us if you are having personal problems, or just want to talk about:

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

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

Policies and Procedures

Student Code of Conduct

Our code of conduct ensures that Batool International provides a safe and supportive environment to deliver services to our clients.



1. All people connected with Batool International must be respectful to each other at all times
2. Students must conduct themselves in an orderly, safe and healthy manner
3. Students must follow WH&S rules and prevent injuries to themselves or any other students or staff
4. Students are required to inform trainers or staff of the college about possible hazards
5. Students must follow college's emergency procedures
6. Smoking is not permitted in the college's premises. Students wishing to smoke have to exit the building and it is only permitted during break times
7. Food or drinks are not permitted in the classrooms or computer labs
8. No drugs or illegal substances are permitted in the college's premises
9. No weapons are allowed in the college's premises
10. Students should not use devices that may disrupt classes, e.g. mobile phones or media players
11. Students are responsible for their own possessions and they should not leave their valuables unattended
12. It is important to dress appropriately when attending classes. Students are required to wear clean and tidy clothes
13. Students must attend classes and make genuine attempts to complete study, assessments and other class tasks
14. Students must not plagiarise. Plagiarism is academic cheating and students who continue to plagiarise may be dismissed from the College.
15. Students must not harass, discriminate or bully other students, teachers or staff of the college at any time
16. Students are encouraged to report any discriminatory behaviour, harassment or bullying to the teachers or other staff of the college.

Students who fail or choose not to comply with the Code of Conduct will be given a verbal warning in the first instance, written warning in the second instance informing the student of intention to expel the student and a dismissal from the college in the third and final instance. The decisions arrived at during this process may be appealed.

Attendance Policy

This policy applies to ELICOS students with a student visa.

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

If you fall below 80% attendance during the time of your Confirmation of Enrolment (CoE), the College may report you to the Department of Home Affairs.

You must contact the College if you are sick and unable to attend classes. You should go to a qualified medical doctor (ie. a registered General Practitioner), and ask for a Medical Certificate. An absence of 2 days or more needs to be supported by a Medical Certificate.

If you are absent for 2 days in a row, we will contact you by phone to find out the reason for your



absence or low attendance and to see what the College can do to assist (e.g. an appointment with the College counsellor).

Batool International Attendance Policy for ELICOS students

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

Intervention Strategy

Students at risk of unsatisfactory attendance will be contacted for counselling. The Student Support Officer will establish a support program for individual students, which may include one or more of the following:

- tutorials;
- counselling;
- assistance with personal issues which are influencing progress;
- mentoring;
- placement in an alternative course; or
- combination of the above and a reduction in course load.

A record of the intervention strategy and measures implemented will be kept in the student's file.

Leave of Absence

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

Compassionate or compelling circumstances include:

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

How to Apply for Leave of Absence

To apply for leave of absence, a student must apply at least 15 working days before the required date. Students must complete the online form with evidence for the application. Tuition fees must be paid which may include until after the end date of the leave of absence. The application will be assessed by the Director of Studies who may refer you to the school counsellor. The Student Support Officer will advise the student within a week of submission if the application has been approved.

If your application is approved the Department of Home Affairs is informed, this will prevent any



problems with your visa conditions. If your application is declined, you may use the internal appeals process to appeal against the decision. Batool International complaints and appeals process is available on our website. The Student Support Officer is available to assist students with the procedure.

Attendance warning letters

1st warning letter: Once your attendance has dropped to 90% (i.e. you have missed 10% of the course for the study period) a warning letter will be sent to you by the Student Services Officer (SSO).

2nd warning letter: Once your attendance has dropped to 85%, a warning letter will be sent to you by the SSO. The SSO will contact the Academic Manager/Director of Studies and look further into the reasons which caused your low attendance.

ITR letter (Intention to Report letter): If your attendance drops below 80%, you will receive a final letter of Batool International's intention to report you for unsatisfactory attendance. The written letter will also inform you that you have 20 working days after receiving the notice to appeal the decision. It is important to have documents (such as medical records) to support your appeal. If you do not appeal in 20 working days, or the process is finished and a decision supporting the College is made, the College will report you to the Department of Home Affairs and your CoE will be cancelled.

A notification letter will be sent to you. You must understand that the Department of Home Affairs may cancel your visa if you have unsatisfactory attendance (under 80%).

The college may choose not to report you for attendance below 80% if:

- You have documents given in as evidence to show compassionate or compelling reasons (see below)
- You are attending at least 70% of the course which you are enrolled in, and that this procedure is part of the College's attendance policies.

For ELICOS courses, if you change course and get a new Confirmation of Enrolment (CoE), or lengthen your enrolment in the current course, and get a new CoE, your attendance is recorded over each of the CoEs, not over the whole period of your enrolment.

Compassionate or compelling circumstances affecting attendance

Examples include:

- You have an unexpected, serious illness or death of a family member (a medical certificate is needed)
- you are involved in legal proceedings for your child (a statutory declaration is needed)
- you or a family member has an serious medical condition and needs treatment (medical documentation is needed)
- you are involved in legal proceedings where the timing is beyond your control (documents are needed)



- you have been in a natural disaster, political uprising or similar event (documents are needed)
- you have an accident or become seriously ill after arriving in Australia (documents are needed)
- there is a delay in receiving your student visa (documents needed)
- you are pregnant (documents needed)
- you witness or are the victim of a serious crime (supported by police or psychologists' reports)

The following will NOT be considered compelling or compassionate circumstances:

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

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

Attendance - warning letters

1st reminder/ warning letter – attendance below 90%

2nd warning letter – attendance below 85%

ITR letter (Intention to Report Letter) is sent when attendance is below 80% and the College can report you to the Department of Home Affairs for unsatisfactory attendance.

Terms & Study Periods

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



Timetable

	Monday	Tuesday	Wednesday	Thursday
General English	Session 1 4:00pm to 6:00pm			
	Break 1 6:00pm to 6:15pm			
	Session 2 6:15pm to 8:15pm			
	Break 2 8:15pm to 8:30pm			
	Session 3 8:30pm to 9:30pm			
EAP 2	Session 1 4:00pm to 6:00pm			
	Break 1 6:00pm to 6:15pm			
	Session 2 6:15pm to 8:15pm			
	Break 2 8:15pm to 8:30pm			
	Session 3 8:30pm to 9:30pm			

ELICOS Course Progression

Monitoring progress

It takes approximately 10 weeks to complete one level of GE. However, moving to a more challenging higher level depends on your performance and course progress. At the end of each week you will be required to complete several written and oral assignments, which your teacher will use to measure your progress. Your teacher will talk to you individually and give you feedback on your learning. Every month you will receive a Progress Report outlining how much you have improved or highlighting areas that you need to focus on.

Your teacher will make the decision to move you to a higher class if you have:

- passed all of your progress tests and assignments
- maintained minimum 80% attendance
- have completed a minimum 12 weeks of study of EAP 1 OR if your teacher has confirmed that you meet the entry requirements for EAP 2.

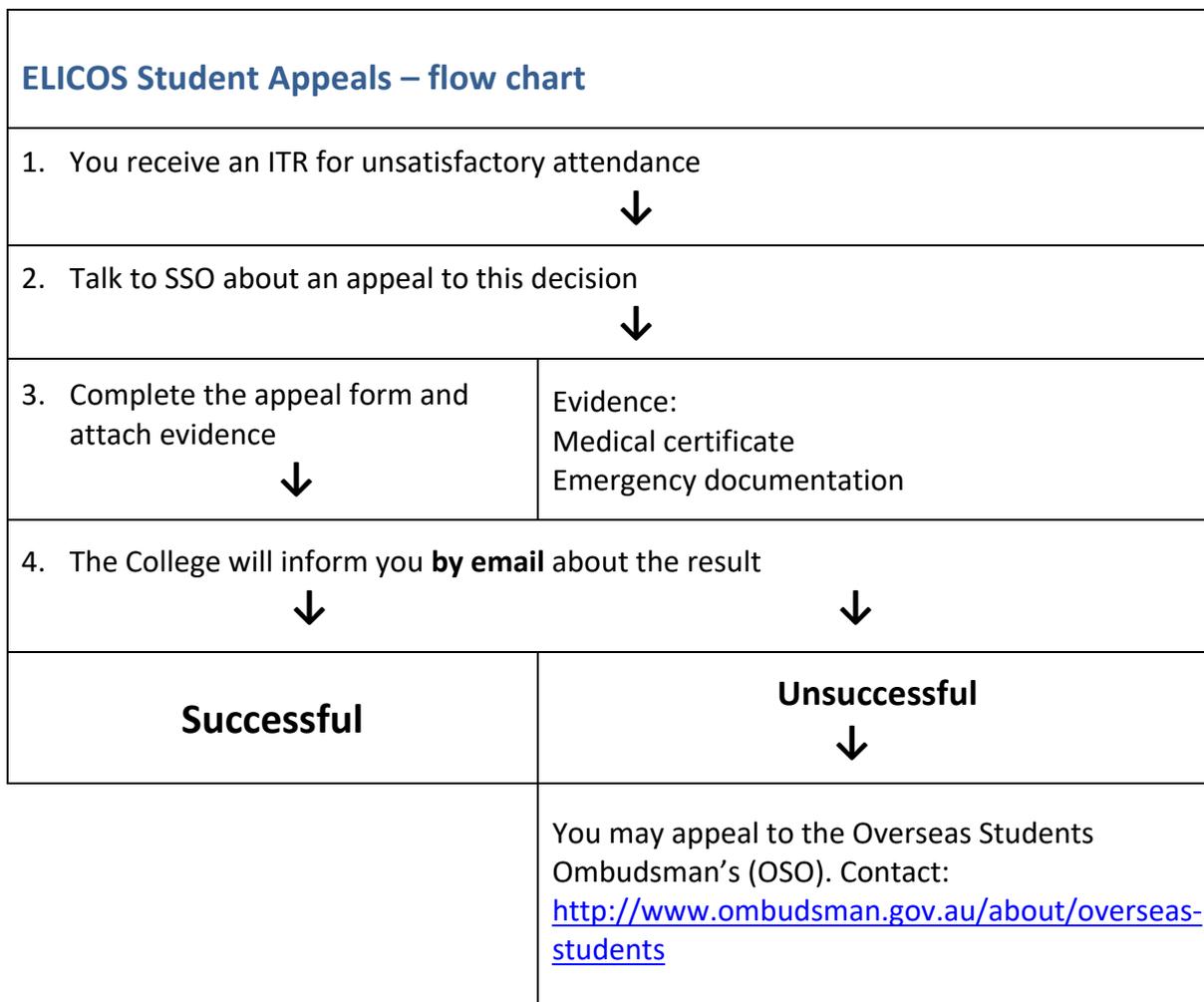
Certificates

At the end of your studies, you will receive a Certificate of Achievement for an English language level if you:

- have completed minimum 5 weeks at that level
- maintained your attendance above 80%



- have no outstanding fees
- If you have not met the above mentioned requirements, you will receive a Statement of Attainment stating what course you have studied and the course duration.



Change of Class



You can only move from one class to another with a good reason. If you want to change class, you must complete a Change of Class form available online. Students should talk about the change with their teacher and/or Director of Studies.

Change of Course





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

Change of Provider

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

Cancellation and Refund Policy

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

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

If the College is unable to provide a refund or place students in an alternative course the Tuition Protection Scheme (TPS) will attempt to place students in a suitable alternative course or, if this is not possible, they will be eligible for a refund as calculated by the TPS Director. Further information can be obtained as required from the official TPS website <https://tps.gov.au/> or phone 02 6271 3440.

Cancellation and Refund conditions:

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



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

7. Tuition fee refund: If you give written notice of your intention to withdraw from a course
 - 40 days or more before the commencement date, tuition fees will be refunded less a cancellation fee of 15%.
 - more than 5 days before the commencement date, tuition fees will be refunded less a cancellation fee of 30%.
 - less than 5 days before course commencement date, tuition fees will be refunded less a cancellation fee of 45%.

Refund procedure

1. You must complete the Refund Application online form with any required evidence.
2. Your refund will be processed within 4 weeks of receipt of your completed refund application if it includes all the required documents. A written statement will be provided to the student to explain how the refund is calculated.
3. Refunds will be made in Australian dollars, and made:
 - a. to you or the original funding sources; and
 - b. electronically.
4. Where 2 or more courses are packaged, the conditions apply to all elements. Note that for packaged courses the course start date is taken to be the start date of the first course.
5. Commencement of the course is defined as the course start date recorded in the first Application form submitted by the date.
6. All refunds will attract an administration charge of \$150.00, except for visa refusal.
7. Course and other Fees are not transferable to another student or institution but may be transferred to another course within the College at the discretion of the College.
8. Any approved refunds are made payable to and sent to the student or his/her agent, in the country of origin as applicable in Australian dollars.
9. Bank charges are deducted for refunds made by bank draft or electronic transfer.
10. Fees for services paid to education agents by students are not covered by this refund policy.
11. This refund policy applies to all tuition fees paid to the College and includes any tuition fees paid to an education agent to be remitted to the College.
12. All refund considerations will be strictly limited to the monies paid, which the College has received from the student as tuition fees only i.e. exclusive of all non-refundable fees and agents' commission (whether this commission was deducted before or after student payment to the College).
13. Refunds or transfer of fees will not be approved if your visa is cancelled or if you are excluded from the program in accordance with our policies or written agreement because of reasons such as unacceptable behaviour.
14. Students are encouraged to read the College Student Handbook as part of their enrolment.
15. This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Cancellation and Suspension by the College

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



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

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

Complaints and Appeals Policy and Procedure

How to make a complaint, how to deal with a complaint and how to find support. Anyone can make a complaint, including a student, an employee or contractor in any location where the organisation's services are provided.

What can a complaint be about?

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

How can a complaint be made?

A complaint can be made by speaking directly with college staff or in writing. You can make a complaint by speaking to your teacher or to the Student Support Officer.

Informal Complaint

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

Formal Complaint

If you want to make a formal complaint you can fill in the online complaints form and receive help. You are allowed to have a person present to support you when making the complaint. Our staff or the Director of Studies will give you information about the complaints and appeals process during the orientation program. You will be given information on how to access the complaints form.

You should write your name on the complaint form, but you do not have to do this. Students should be aware that, in some cases, the follow up process cannot continue if there is not enough information or if you request that your identity be kept a secret. We will assess your complaint within 10 working days and all reasonable measures will be taken to finish the process as soon as possible and within 30 days. If you have made a complaint you will be given a written statement of the outcome, including details and the reasons for the outcome.

The Outcome of a Complaint

It is possible that a student is not satisfied with the outcome of a complaint. Batool International



must follow our policy and legislative requirements which means that it will not always be possible to give the student the outcome they are looking for.

External Complaints or Appeals

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

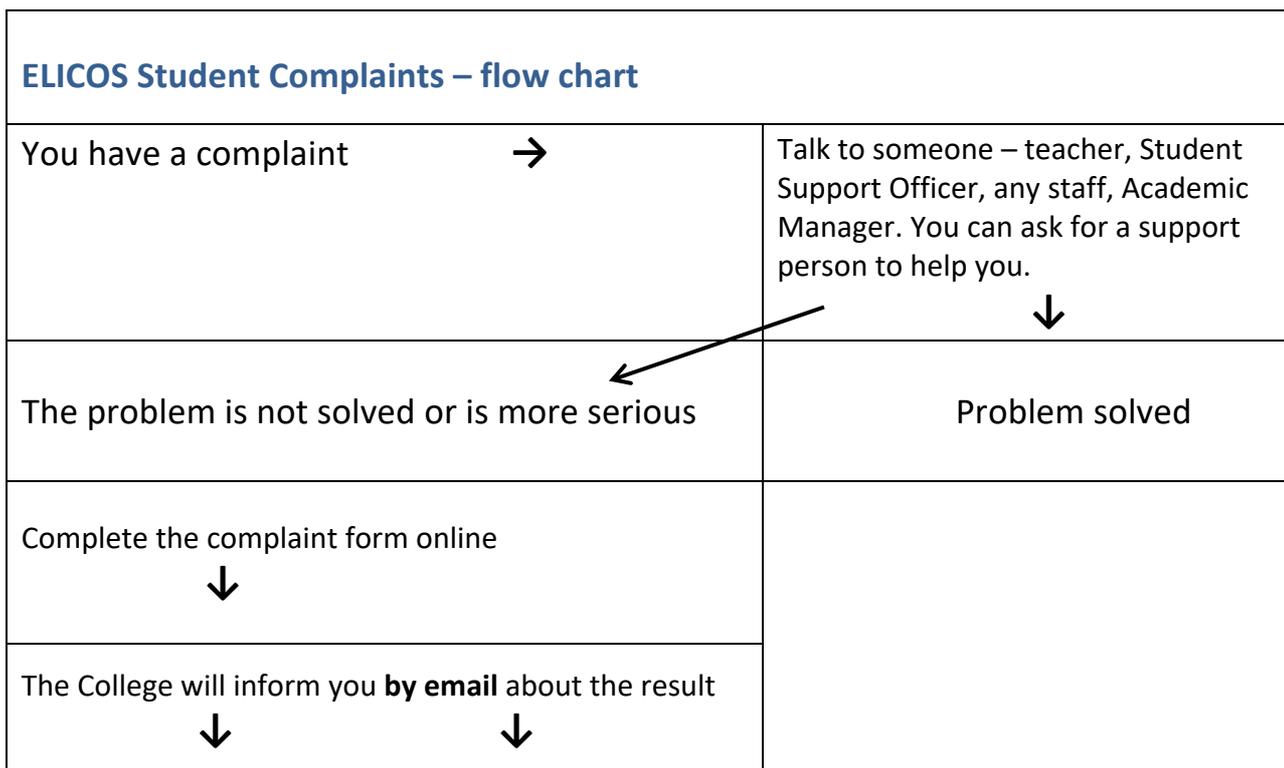
Things you should know about the Overseas Students Ombudsman (OSO):

- In Australia, you have the right to complain
- OSO services are free
- In some cases, the OSO may decide not to investigate your complaint. This might happen where another organisation could help you, or you have not spoken to your provider about your complaint
- If the OSO decides not to investigate, they will tell you why or the OSO may refer you to another organisation that can help
- The OSO is independent and fair. If the OSO decides to investigate your complaint, they will contact the education provider and ask what happened
- The OSO will treat your information with privacy and respect, and will only collect, use and disclose your personal information in relation to Australian privacy laws.

Overseas Students Ombudsman

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

Tel: 1300 362 072





Successful	Unsuccessful ↓
	You may appeal to the Overseas Students Ombudsman's (OSO). Contact: http://www.ombudsman.gov.au/about/overseas-students
PLEASE NOTE: Students may be accompanied and assisted by a support person at any meeting.	

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

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

Notice of Intention to Defer, Suspend or Cancel Enrolment

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

Cancellation

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

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

Request a transfer to another College

The National Code of Practice for Providers of Education to Overseas Students 2018 (The



National Code) state that providers are restricted from enrolling transferring students prior to the student completing six months of their 'principal course of study'. The following procedure is used for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letter of release need to be sighted or produced.

The principal course of study in the package of courses is the highest course enrolled. If a student has not completed six months at the highest course enrolled, the student will not be granted a letter of release, except under compassionate or exceptional circumstances as determined by the Admissions Manager or the Quality Assurance Manager. Also the College will not provide a release letter when there is an outstanding amount still owed in fees or that it is suspected that they are seeking transfer only to avoid being reported to DHA for failure to meet academic progress or attendance and when the student has not engaged in the intervention procedures the College must follow (if a student has unsatisfactory attendance or academic progress).

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

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

Students must apply for a letter of release using the online forms. The Student Services Manager will consider and respond to applications for a letter of release within 5 days of their lodgement.

A letter of release may be granted in the following situations:

- Batool International fails to deliver the course as outlined in the written agreement; or
- The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the college; or
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the College and can demonstrate clearly how this will be alleviated through a transfer; or
- There is evidence of compassionate or compelling circumstances; or
- There is evidence that the overseas student's reasonable expectations about their current course are not being met; or
- It has been agreed by the College the student would be better placed in a course that is not available at Batool International; or
- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student; or
- There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.



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

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

A letter of release can be issued at no cost to the student and we advise the student to contact DHA on whether a new student visa is required.

If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using the College's Complaints and Appeals Procedure. A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter outlining the decision made in relation to the request for release that was sent to the student by the College is placed into the student's file.

Privacy

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

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

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

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

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

Privacy Policy Collection

The College collects information to:

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



- provide information required by the government

We do not collect sensitive information if we don't have the permission to do so, unless we are required or permitted to do so by law.

Right of Access

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

Accuracy

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

Retention and Security

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

Student Satisfaction Survey

Students complete a Student Satisfaction Survey each 3 months or thereabouts. These surveys will be conducted in class and are analysed for feedback the College will use to better its services and for continuous improvement.

Critical Incident Policy

Batool International recognises a duty of care for its students, staff and visitors and planning for the management of a critical incident is essential.

Critical Incident

A critical incident is a traumatic event, or a threat of such (within or outside Australia) which causes extreme stress,

fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Witnessing a serious accident or incident of violence
- Natural disaster e.g. earthquake, flood, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault.



Transfer between Registered Providers

Overseas students are restricted from transferring from their principal course of study for a period of six months. Batool International has a policy and procedure for transferring between registered providers as also required by the National Code of Practice (Standard 7).

The policies are available to you online at www.Batool International.edu.au or through administration. Batool International will only consider a letter of release to students in the first six months of their principal course in circumstances covered by our policy.

Tuition Fees

Course fees are given in separate marketing brochures.

Legal Services

Legal services available in the Sydney Metropolitan area:

- Legal Aid New South Wales – <http://www.legalaid.nsw.gov.au/asp/index.asp>
- Combined Community Legal Centres group (NSW) inc. – <http://www.nswclc.org.au>

Intervention Strategy

Students at risk of not making satisfactory academic progress requirements will be contacted for counselling. The Student Support Officer will establish a support program for individual students, which may include one or more of the following:

- re-assessments
- tutorials;
- counselling;
- assistance with personal issues which are influencing progress;
- mentoring;
- re-placement in an alternative course; or
- combination of the above and a reduction in course load.

A record of the intervention strategy and measures implemented will be kept in the student's file.

Privacy of Students Records and Information

Information provided by students will not be disclosed to any third party unless we have written authorisation for us to do so, or unless it is required or authorised by law. Batool International may provide personal details about a student to Commonwealth and State Agencies and/or the ESOS Assurance Fund Manager or DHA when requested.

We will take all reasonable security measures to protect personal information from unauthorised access, misuse or disclosure. Batool International will take all reasonable steps to ensure that personal information which we collect, use or disclose is accurate, complete and up-to-date. Students have the right to access the personal information that we hold about them and can also request that incorrect information is corrected or deleted. Access to a student's file is available upon written application.



Students agree that their student photo or video of them and achievements made may be used for promotional or publicity purposes without written consent or notification. If you do not agree to this aspect, you must provide this to the college in writing.

ESOS Framework for Overseas Students

The Education Services for Overseas Students (ESOS) Framework regulates the education of overseas students studying in Australia. The ESOS Framework sets guidelines and minimum standards to protect students as well as Australia's reputation providing quality education and support services to students. The ESOS Framework is also tuition and financial assurance. Further information about ESOS Framework is included towards the end of this handbook.

Costs of living in Australia

We anticipate that an overseas student will require approximately AU\$18,610 for living expenses each year plus tuition fees. Overseas students bringing their dependants may be liable for schooling fees of their school-aged dependants. Contact DHA for more information on www.homeaffairs.gov.au

Fees and Refund Policy

FEES

All students are required to make fee payments in advance on a term by term basis. An Enrolment fee applies to all courses and is non-refundable. Students are required to pay the following fees at the time of enrolment:

- Enrolment fee
- Resources fee
- OSHC (insurance) fee (if obtaining cover through Batool International)
- The first study period fees

Any other fees where stated in the letter of offer and where applicable from the Fees and Charges schedule on our website.

Each student will receive a written agreement which will state their fee due dates. Furthermore, students will be sent a reminder no later than two weeks prior to their fees due date. The payment of all fees and charges is recorded on the college's electronic accounting system. A receipt with a date will be provided for any payments made by a student to the college. A copy of the receipt will be given to a student and a copy will be kept on a student's file. Students' records will be kept in accordance with Batool International's record management policy.

POSSIBLE COURSE FEES CHANGE

Overseas students must pay course tuition fees, enrolment fee and OSHC fee to secure their enrolment with Batool International. *In general, students will pay the same fee at the time of enrolment until completion of the same course.* However, rescheduling of any course or subject may incur fee increases as per current Fees and Charges. See Fees and Refunds Policy on our website for more information. All policies are accessible www.fluencyhub.com.au



Student Support Services

Batool International supports students to adjust to study and life in Australia and to achieve satisfactory progress towards meeting their learning outcomes. Our Student Support Services assist students to adjust in the transition to life and study in a new environment and provide information about:

- Legal Services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Any student visa inquiries relating to course progress and/or attendance as appropriate.

Student Support Officer

Batool International has a dedicated Student Support Officer who will assist students free of charge when experiencing

difficulties. The Student Support Officer's duties include:

- Overseeing views and rights of students.
- Supporting students in hardship regarding studies, accommodation, work and safety.
- Maintaining an up-to-date bank of information relating to welfare, financial, housing, legal or health professionals.
- Moderate students complaints with the College (should the need arise).

See Appendix A for additional emergency services, nationally and/or interstate-based.

See the Student Services Guide on our website for a complete guide on how to live in Australia.

Overseas Student Health Cover (OSHC)

OSHC is a compulsory insurance for all overseas students. This is a requirement to obtain and remain on a student visa. The initial payment must be done prior to student visa approval. You have to be insured for the whole period of your studies in Australia. The OSHC covers basic medical treatment, emergency transport and treatment and visits at General Practitioners (GP). Part of the payment is returned by the insurance company.

Students should receive an OSHC membership card from their chosen OSHC provider in about 2-4 weeks after the course commencement date. The OSHC starts from the date of course commencement. A visit to the doctor may incur charges, however, the doctor will issue a receipt which can be taken to the OSHC provider where refunds are available.

Batool International has an agreement with an OSHC provider and can arrange cover for students on receipt of payment as prescribed by an OSHC provider. On joining with Batool International, students will receive a student number and a card will be arranged online. Students are also free to insure with other approved providers but they must provide evidence of cover to Batool International.

Students can purchase extras cover to receive benefits for a range of other services such as dental, optical, physiotherapy and chiropractic's. Contact the relevant OSHC provider for more information. Students can make a claim online, by phone, by post or in person.



Note: Students must ensure their OSHC is up to date otherwise their visa can be cancelled as a breach of visa conditions. Students will have to pay for any medical or hospital services in case of emergency, and if they do not hold insurance this can be very expensive.

WORK HEALTH & SAFETY (WHS), AND WORK COVER NSW

The NSW Work Health and Safety Act 2011 aims to protect the health, safety and welfare of people at work and lays

down general requirements which must be met in workplaces in NSW. Batool

International guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment for work and studies. Students will be informed about emergency evacuation procedures during the orientation (first day of their course).

FIRST AID

A regularly maintained first aid kit is kept in the administration office. Any accidents must be reported to the to the senior administration officer, and will be recorded on an Accident Report Form and filed in the Accident File. Students must obey College Regulations, particularly points:

1. Students must conduct themselves in an orderly, safe and healthy manner.
2. Students must follow WH&S rules and prevent injuries to themselves or any other students or staff.
3. Students are required to inform trainers or staff of the college about possible hazards.
4. Students must follow the college's emergency procedures.
5. Smoking is not permitted in the college's premises. Students wishing to smoke have to exit the building and it is only permitted during break times.

Students should report to the management any issues concerning Occupational Health and Safety that they observe on campus.

Fire and Emergency Evacuation Plan showing the fire exits and the location of the fire extinguishers is displayed on the student' notice board, on the fire exits, in each classroom and in the administration office.

Batool International will maintain safety by:

- ☐ Providing and maintaining equipment and systems of work that are safe and without risk to the health of everyone.
- ☐ Making arrangement for ensuring the safe use, transport and storing of equipment.
- ☐ Providing information, instruction, training and supervision necessary to ensure the health and safety of students and staff.

ANTI-DISCRIMINATION

Batool International is committed to providing a fair and equitable environment for its students, staff and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, sexuality or age will not be tolerated.

Students must obey College Regulations, particularly following points:

- ☐ Students must not harass, discriminate or bully any other students, teachers or staff of the



college at any time.

- ☐ Students are encouraged to report any discriminatory behaviour, harassment or bullying to the teachers or other staff of the college.

Harassment may include:

- ☐ deliberate physical contact displaying sexually graphic or offensive materials;
- ☐ victimisation, bullying or destruction of personal belongings;
- ☐ intimidation, abuse or indecent exposure;
- ☐ persistent staring or rude gestures obscene or threatening phone calls and letters.

Racism may involve prejudice, the holding of negative attitudes towards others for their race, descent or national origin.

Students who feel that they need support and/or are being harassed, or are victims of any sort of racism should initially contact the Student Support Officer. If the complaint is sufficiently serious, the CEO may establish a formal inquiry and/or refer it to external authorities. If the inquiry decide that the College Regulations have been breached the student/s will be expelled from the College.

Access and Equity

Batool International provides equal access to training and delivery services for local and overseas students. We conduct flexible training to meet specific needs of individual students where possible.

The student enrolment form requires students to indicate any special needs for the course. Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies. Student recruitment to Batool International is carried out in an ethical manner in accordance with National Code Standard 4 and ethical recruitment principles.

Teachers at Batool International:

- ☐ recognise the cultural diversity of all students.
- ☐ ensure equal treatment of all students.
- ☐ encourage full participation and assisting all students to achieve course outcomes.
- ☐ provide equal access to resources.
- ☐ refer students with specific learning problems to appropriate agencies.

Should you have any access and equity issues you may approach your teacher in the first instance. You may also elect to contact the Student Support Officer.

Complaints and Appeals

We welcome your feedback and suggestions on our services. Your feedback and suggestions will assist us in providing you with better quality services. We will endeavour to respond to your suggestions and/or complaints promptly at all times. Appeals made will be dealt with professionally and within the policy guidelines.

We keep written records of students' complaints and appeals. We can provide you with a written statement of the complaint and/or appeal outcome. Any student has a right to take further action under Australian Consumer Protection Law if not satisfied with the internal



complaint and appeal process.

Batool International has a policy and procedure for complaints and appeals. The policies are available online at www.fluencyhub.com.au or through administration.

Deferment, Suspension and Cancellation of Student Enrolment

Students are able to temporarily defer their studies during their course only in very limited circumstances, on the grounds of compassionate or compelling circumstances. Students may also have their enrolment suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by Batool International to defer, suspend or cancel their studies. We have an obligation to maintain the students' enrolment while the complaints and appeals process is ongoing.

Batool International's Policy and Procedure for Deferment, Suspension and Cancellation is available online at www.fluencyhub.com.au or through administration.

DEFERRAL OF A COURSE

Students wishing to defer their studies must apply in writing and provide supporting evidence. Prior to applying for deferment, students must ensure that they have paid any outstanding fees.

Deferral of studies by overseas students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other serious reason. Students will be required to provide evidence of the compassionate or compelling circumstances.

The Deferral policies can be downloaded from our webpages at www.fluencyhub.com.au or can be obtained from our administration.

Academic Misconduct and Plagiarism

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done. Plagiarism is defined as a copying directly from an unauthorised source/s (e.g. internet, or another students' assignment).

Discipline and Misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Batool International's



property or the property of others; alters/defaces Batool International's documents or records; prejudices the good name of Batool International's, or otherwise acts in an improper manner.

The CEO will impose temporary exclusion or notice of cancellation to a student for a gross misconduct or breach of the College Regulations. Batool International will report all criminal acts committed by students to the relevant authorities.

Students in a breach of the College's Regulations will be notified in writing of penalties as a consequence of general misconduct. Students have the right to appeal a decision by Batool International to defer, suspend or cancel their studies. A notified student has 20 working days to access the college's complaints and appeals policy as directed by the National Code 2018. Batool International has an obligation to maintain the students' enrolment while the complaints and appeals process is ongoing.

The student discipline and misconduct policy can be viewed at the administration office or at the web pages www.fluencyhub.com.au

Critical Incident Policy

Batool International recognises a duty of care for its students, staff and visitors and planning for the management of a critical incident is essential.

CRITICAL INCIDENT

A critical incident is a traumatic event, or a threat of such (within or outside Australia) which causes extreme stress,

fear or injury. This may include but is not limited to:

- ☐ Serious injury, illness or death of a student or staff
- ☐ Students or staff lost or injured on an excursion
- ☐ A missing student
- ☐ Severe verbal or psychological aggression
- ☐ Physical assault
- ☐ Student or staff witnessing a serious accident or incident of violence
- ☐ Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- ☐ Fire, bomb threat, explosion, gas or chemical hazard
- ☐ Social issues e.g. drug use, sexual assault.

Transfer between Registered Providers

Overseas students are restricted from transferring from their principal course of study for a period of six months. Batool International has a policy and procedure for transferring between registered providers as also required by the National Code of Practice (Standard 7).

The policies are available to you online at www.fluencyhub.com.au or through administration. Batool International will only consider a letter of release to students in the first six months of their principal course in circumstances covered by our policy.



Student ID Cards

In order to obtain a student card, students are required to contact administration on the first day of studies or Orientation Day. Students will be issued with a student card soon after course commencement. The student card can be used as a concession card at museums, theatres, cinemas etc. The Student Card is not valid for a discounted fare on public transport in Sydney, as overseas students must pay full fares. There may be a charge of \$25 for replacement of a lost card.

TRANSPORT

Information regarding public transport can be accessed at www.131500.com.au or calling 131500. Information may include any discount ticketing for overseas students.

Safety in Sydney

Like most modern cities, Sydney is quite safe but has its share of crime. Carrying large amounts of cash and walking around alone at night is not advisable. Automatic Teller Machines are safe to use in the daytime and pin numbers should be memorised. The Student Services Guide contains more information.

Acceptable use of technology

Batool International uses network and cloud computing for its student administration and learning management systems. Students must abide by acceptable use practices in accessing and using the corporate network, the Internet and use of email.

Students are granted access to the IT services via a network ID and student email account assigned to each student. Students must agree to abide by acceptable use practice and:

- Not use an Internet and other e-service as part of violating any law
- Not attempt to break the security of any network computer or user
- Not post commercial messages to Usenet groups without prior permission
- Not attempt to send junk e-mail or spam to anyone who doesn't want to receive it
- Not attempt to use email inappropriately.

Breaches of use may be dealt with under the Student Discipline and Misconduct policy.

APPENDIX - List of External Counselling Services and Assistance

Service	Phone number/s	Web site/s
Abortion & Grief helpline	1300 363 550	www.abortiongrief.asn.au
AIDS line	9332 9700 or 1800	thealbioncentre.org.au
Alcoholism	1300 222 222	www.aa.org.au
Anxiety	1300 749 992	http://www.ada.mentalhealth.asn.au www.mentalhealth.asn.au
Mental health advice	1300 794 992	www.mentalhealth.asn.au
Asthma	1800 278 462	www.asthmansw.org.au



Australian Search & Rescue	6230 6811 (Maritime) 6230 6899	www.amsa.gov.au/search-and-rescue/
Community Relations Commission of	1300 651 500	www.crc.nsw.gov.au/home
Interpreting and Translation	1300 651 500	http://multicultural.nsw.gov.au/our_services/interpreting_translation
Consumer credit and debt	1800 007 007	http://financialrights.org.au
CrimeStoppers	1800 333 000	www.crimestoppers.com.au
Crisis counselling (Wesley Mission)	13 11 14 / 9951 5522	www.lifelinesydney.org
Department of Families, Community	1300 653 227	https://www.dss.gov.au
Depression	1300 224 636	https://www.beyondblue.org.au
Disabilities	1800 029 904	www.ideas.org.au
Domestic violence women	1800 656 463 or 87456999	https://www.facs.nsw.gov.au/domestic-violence/helpline
Domestic violence men	1800 737 732	https://mensline.org.au/
Menslife	1300 789 978	https://mensline.org.au
Drug addiction: Narcotics	1300 652 820	www.na.org.au
Drugs and mental health – Kings Cross and Bondi	9581 9100 / 9581 9190	www.thewaysidechapel.com
Families & friends with mental illness	1300 554 660 / 9332 0700	www.arafmi.org
Eating disorders	9263 5555	https://www.wesleymission.org.au
Epilepsy	9856 7090	www.epilepsy.org.au
Eczema	1300 300 182	www.eczema.org.au
Emergency services (police, fire,	000	
Family planning information	1300 658 886	www.fpnsw.org.au
Gamblers anonymous	1800 858 858	https://gamblinghelponline.org.au
G-Line (gambling)	1800 858 858	http://www.gamblinghelp.nsw.gov.au
Gay & lesbian Support	9206 2000	https://www.acon.org.au
Grief support	682 9222	www.nalag.org.au
Grief support (Partner had	9519 2820	www.solace.org.au
Homicide victims' support	8833 8400	http://www.hvsgnsw.org.au
Hepatitis C	1800 803 990	https://www.hep.org.au
HIV/AIDS	1800 245 677 / 9211 5672	http://www.positivelife.org.au
Legal information and advice	1300 888 529	www.lawaccess.nsw.gov.au
Lifeline	13 11 14	https://www.lifeline.org.au
Parent line	1300 301 300	https://www.parentline.com.au
Poison Information Centre	131 126	https://www.firstintervention.com.au
Police Assistance Line (non-emergency)	131 444	http://www.police.nsw.gov.au



Pregnancy counselling	1300 792 798	www.pregnancysupport.com.au
Rape Crisis Centre	1800 424 017	www.nswrapecrisis.com.au
Relationship counselling	1300 473 528	www.interrelate.org.au
Schizophrenia	1800 843 539 / 9879 2600	www.sfnsw.org.au
Smoking - Quitline	13 78 48	http://www.quitnow.gov.au
Suicide helpline	13 11 14 or 1300 651 251	https://www.lifeline.org.au
Suicide Prevention	13 11 14	www.suicideprevention.com.au
Translating and Interpreting	13 14 50	https://www.tisnational.gov.au
Victims of crime support	1800 633 063	http://www.victimsservices.justice.nsw.gov.au
Women's refuge referral	9564 3638	http://www.girlsrefuge.org.au/about



DECLARATION

I understand that the information provided by me to Batool International Pty may be made available to the Commonwealth and State Agencies and the Fund Manager of the ESOS Tuition Protection Service.

Batool International Pty Ltd is required under the ESOS Act to inform the Department of Home Affairs (DHA) about certain changes to student enrolment and any breaches of a student's visa condition relating to attendance and academic performance.

I have read, understood and agree to comply with the information outlined in this Student Handbook and that policies and procedures are available to me online and from administration.

I have participated in the following events:

Event /s	Checkbox
Student contact details / photo for students cards	<input type="checkbox"/>
Orientation on the campus / Introduction of the staff	<input type="checkbox"/>
Explanation of <ul style="list-style-type: none"> ▪ Student Support Services ▪ Referral Services (incl. legal services) ▪ Emergency evacuation and WHS obligations ▪ Facilities and Resources ▪ Complaints and Appeals Process ▪ Attendance Policy and Procedure ▪ Course Progress Policy and Procedure ▪ Students' visa obligations (related to course progress and attendance) ▪ Fees schedule and payments 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Photo and Video Use agreement: I agree that my student photo or video of me and achievements may be used for promotional purposes; if I do not agree I will notify the College in writing.	<input type="checkbox"/>
I have been provided with a Student Handbook I know my user name, password and how to log into the online learning platform I am aware of course progress and attendance requirements I am aware of the Terms and Conditions of my enrolment	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Student's Name: _____

Student's Signature: _____

Date: ___ / ___ / ___