



**CRICOS Code: 03681A**

**UK English College  
Student Handbook**

**UK English College Pty Ltd t/a UK English College**

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## **ABOUT THE STUDENT HANDBOOK**

This student handbook is your guide to UK English College. Inside you will find information on how UK English College works, where students should go, and whom they should see to resolve any problems. Policies, procedures, and regulations are outlined so that you understand how UK English College operates. If there is information in this *Handbook* that you don't understand, you can ask UK English College or one of our Education Agents to explain it to you or translate it for you.

## **DISCLAIMER**

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

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## 1. INTRODUCTION

### 1.1 Welcome to UK English College!

Welcome to UK English College, where new and exciting experiences and adventures await you. We are happy for you to join our college and our experienced staff and teachers provide every student with the best educational opportunity possible. UK English College is a quality comprehensive and multicultural English language college whose mission is to provide students the best English language education and the opportunity to learn, develop and grow. UK English College provides students with an effective teaching and learning environment designed to raise education standards, enhance employment opportunities and enrich personal lives.

I ask you to join us in continuing to focus on the mission and vision that has been established at UK English College. With continued support and cooperation, we can pursue excellence in the academic achievements of all our students.

Good luck in your studies!

### 1.2 Information about UK English College

#### UK English College

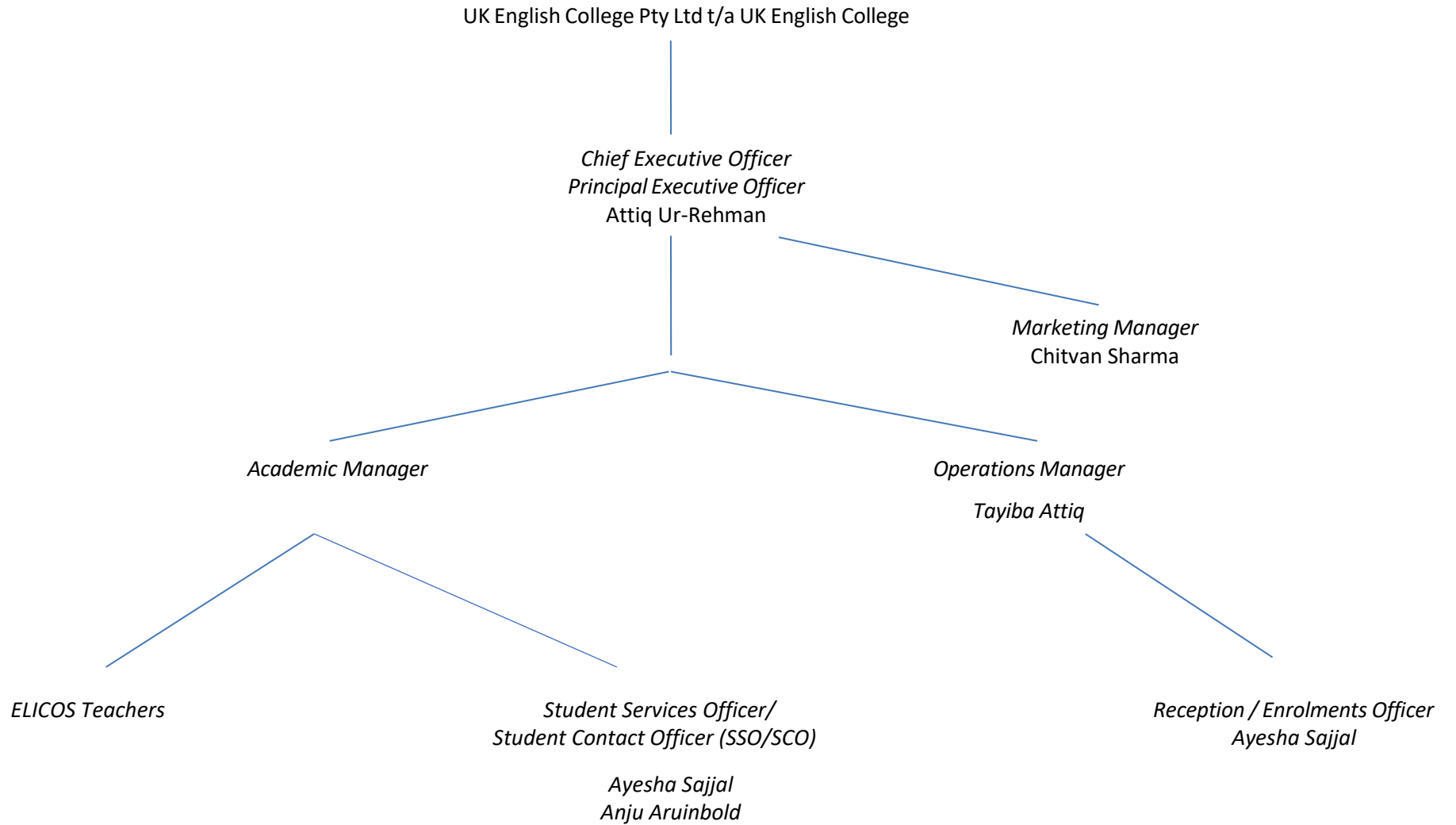
Email: [admin@ukenglishcollege.nsw.edu.au](mailto:admin@ukenglishcollege.nsw.edu.au) Internet:

[www.ukenglishcollege.nsw.edu.au](http://www.ukenglishcollege.nsw.edu.au)

*UK English College general information:*

- Student Services Officer/Student Contact Officer (SSO/SCO): The SSO/SCO is the point of contact for students with questions about any of UK English College's support services.  
Name: Ayesha Sajjal  
Mobile: +61 423 059 984
- In case of fire or any other emergency, please follow the instructions given by your teacher or other UK English College staff member.
- Check college notice boards every day for any updates, important information, results etc.
- Always follow the rules and regulations displayed on notice boards, in classrooms and near facilities like the computers, printer, photocopier etc.
- Do not leave valuables unattended. UK English College is not responsible for any damaged, lost or stolen items

# Organisation Chart



### 1.3 Orientation

#### *Sample Orientation schedule*

(Please note the order may change depending on student numbers, weather, daylight, etc.)

ORIENTATION TIMETABLE	
2:00 – 2:05 p.m.	Welcome / introductions
2:05 – 2:15 p.m.	Tour of UK English College and immediate external areas around UK English College, including Fire Drill / Exits.
2:15 – 2:30 p.m.	Orientation: Stage 1 PowerPoint presentation
2:30 – 4:00 p.m.	Orientation: Stage 2 Placement testing
4:00 – 5:00 p.m.	Student interviews

1. When you arrive at UK English College, you will be met by the Academic Manager. You will be introduced to any other students starting that day.
2. Orientation Stages 1 and 2: we will discuss important issues about your studies.
3. You will be given placement tests to help us confirm which level is best for you.
4. You will be given a tour of UK English College, during which you will be shown the rooms available to students and our computer system.
5. Interviews: Your chance to meet one-on-one with UK English College staff to learn more about each other and ask any questions you might have.

#### *Class schedule:*

UK English College courses offer a minimum of 20 hours face-to-face scheduled course contact per week for the course.

There will also be one hour of optional self-access study time per day.

Your weekly class timetable will be:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
<b>Morning:</b> 9:00am-11:30am BREAK 12:00pm-2:30pm  <b>Evening:</b> 4:00pm-6:30pm BREAK 7:00pm-9:30pm	<b>Morning:</b> 9:00am-11:30am BREAK 12:00pm-2:30pm  <b>Evening:</b> 4:00pm-6:30pm BREAK 7:00pm-9:30pm	<b>Morning:</b> 9:00am-11:30am BREAK 12:00pm-2:30pm  <b>Evening:</b> 4:00pm-6:30pm BREAK 7:00pm-9:30pm	<b>Morning:</b> 9:00am-11:30am BREAK 12:00pm-2:30pm  <b>Evening:</b> 4:00pm-6:30pm BREAK 7:00pm-9:30pm	<b>Weekend:</b> 9:00am-1:00pm BREAK 1:30pm-5:30pm	<b>Weekend:</b> 9:00am-1:00pm BREAK 1:30pm-5:30pm	<b>Weekend:</b> 9:00am-1:00pm



## 1.4 Important Information

This is a summary of information presented in this handbook. It helps you understand your obligations as a student and gives you information on where and how to find resources and assistance.

### *Student visa requirements:*

- Maintain a full-time enrolment in the enrolled course
- Maintain satisfactory course progress
- Maintain Overseas Student Health Cover (OSHC) throughout the visa duration
- Pay all fees on time as agreed in your *Letter of Offer and Student Agreement*
- Comply with the UK English College Code of Conduct (see the [Code of Conduct](#) section of this Handbook)
- Notify UK English College within seven days of any change of personal details (name, address, e-mail address, mobile or other phone number)

## 1.5 Conditions of Admission

- You must be 18 years of age or older.
- You are required to have four years of secondary education equivalent to the Australian Record of School Achievement (RoSA) level.

We advise that prior to commencement of study with UK English College, you will need to apply for your student visa using a copy of this signed letter and an electronic Confirmation of Enrolment (eCoE) that our office will send to you following UK English College admission approval.

You will have an Orientation Program including a Placement Test when you first arrive at UK English College. The Orientation Program is designed to provide you with more information about your course and Australian student visa rules, and to introduce you to UK English College staff, teachers, policies, procedures and the local area.

## 1.6 Selection Criteria

UK English College staff and approved agents recruit students in an ethical manner in line with UK English College access and equity policy.

All overseas students must meet the requirements outlined in the course documentation and described in the [Conditions of Admission](#) section of this *Handbook*. During the selection process, students will be given the following information:

- Course details
- Course pathways
- Learning and assessment methods
- Fees and refunds
- Facilities and services
- Legislation and regulations, including visa requirements
- Support services, including complaints and appeals processes
- Briefing about Australia and cost of living (overseas students only)

## 1.7 Use of Recruitment Agents

UK English College appoints education agents to promote courses to prospective students. Agents are responsible for providing the information outlined in the selection criteria prior to enrolment. Education agent details are published on our website.

If an agent charges their own fees to students (in addition to UK English College's tuition and non-tuition fees), those fees remain the responsibility of the agent. UK English College is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

If you pay the tuition and non-tuition fees required for your enrolment (as set out in the *Letter of Offer and Student Agreement*) to an agent, UK English College will not issue your Confirmation of Enrolment (CoE) until your agent has transferred those fees in full to UK English College.

## 1.8 Enrolment Procedure

1. Obtain a copy of the following documents from our website or by contacting UK English College office:
  - a. Enrolment Application Form
  - b. Course Information Outline
  - c. Student Handbook.
2. Complete the *Enrolment Application Form* and gather all the necessary documentary evidence e.g.:
  - a. Valid passport copy

- b. Valid visa (if you have one)
- c. Proof of four years of secondary education equivalent to the Australian Record of School Achievement (RoSA) level
- d. Completed and signed UK English College *Enrolment Application Form*
- e. Proof of Overseas Student Health Cover (OSHC)

3. Submit the *Enrolment Application Form* and documentary evidence in one of the following ways:

*In person:* UK English College

*By postal mail:* UK English College

*By e-mail:* [admin@ukenglishcollege.nsw.edu.au](mailto:admin@ukenglishcollege.nsw.edu.au)

The Enrolment Application Fee (non-refundable) of AUD \$350 should be paid to:

*Name of Bank:* Commonwealth Bank of Australia

*Account name:* UK ENGLISH COLLEGE

*BSB:* 062-005

*Account no:* 1155 3367

4. Submit a copy of proof of payment (receipt, etc.) in one of the following ways:

*In person:* UK English College

*By postal mail:* UK English College

*By e-mail:* [admin@ukenglishcollege.nsw.edu.au](mailto:admin@ukenglishcollege.nsw.edu.au)

5. Within 10 working days of receipt of your completed *Enrolment Application Form* and your non-refundable Enrolment Application Fee, UK English College will notify you in writing of the decision.

6. If your enrolment application was rejected, the reasons will be explained.

7. If your enrolment application was approved, you will be sent:

- a. A *Letter of Offer and Student Agreement* setting out the terms and conditions of your enrolment and details of your course

- b. An invoice with the fees payable and timing for payments

8. Sign and return the *Letter of Offer and Student Agreement* to UK English College so that your enrolment is confirmed. You are responsible for keeping a copy of the signed *Letter of Offer and Student Agreement*, as well as receipts of any payments for tuition fees or non-tuition fees.

Submit the signed *Letter of Offer and Student Agreement* by one of the following methods:

*In person:* UK English College

*By postal mail:* UK English College

*By e-mail:* [admin@ukenglishcollege.nsw.edu.au](mailto:admin@ukenglishcollege.nsw.edu.au)

9. Overseas students will be issued with an electronic Confirmation of Enrolment (eCoE) following receipt of the signed *Letter of Offer and Student Agreement*, as well as evidence of Overseas Student Health Cover (OSHC) and payment of 50 per cent of the total tuition fees for the course.

If an overseas student pays the tuition and non-tuition fees required for enrolment to an agent, UK English College will not issue the student's Confirmation of Enrolment (CoE) until the agent has transferred those fees in full to UK English College.

### *Electronic Confirmation of Enrolment*

Once payment has been received, UK English College will forward the electronic confirmation of enrolment (eCoE) to the student. The student will then need to submit the eCoE and all of the documents required with the student visa application to the Australian High Commission.

If a student pays the tuition and non-tuition fees required for their enrolment (as described in the *Letter of Offer and Student Agreement*) to an Agent, UK English College will not issue the student's Confirmation of Enrolment (CoE) until the Agent has transferred those fees in full to UK English College.

## **1.9 Financial Requirements for Overseas Students**

It is important that you review the Evidence of Funds page on the website of the Department of Home Affairs (<http://www.homeaffairs.gov.au/trav/stud/more/student-visa-living-costs-and-evidence-of-funds>) to determine your 'financial capacity requirements' – this means proof that you have sufficient funds for your study in Australia.

Depending on your home country, you may be required to sign a declaration and/or provide evidence that you have sufficient funds to cover expenses including your full tuition costs, your travel costs to and from Australia, your living costs in Australia, and/or other expenses.

As of 01 February 2018, the Department of Home Affairs estimates 12 months of living costs in Australia for one adult overseas student/guardian to total AUD\$20,290. (This does not include any visa-, study- or travel-related expenses: it represents day-to-day living costs only, like clothing, food, accommodation, local transportation and entertainment.)

### *Bringing Your Family with You*

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

### *Students with Partners/Spouses*

As of 01 February 2018, the Department of Home Affairs estimates 12 months of living costs in Australia for the partner/spouse of an overseas student to total AUD\$7,100. (This does not include any visa-, study- or travel-related expenses: it represents day-to-day living costs only.) You will need to add this to your total

required funds if your partner/spouse is coming to Australia with you. Please refer to the Department of Home Affairs (<http://www.homeaffairs.gov.au/trav/stud/more/student-visa-living-costs-and-evidence-of-funds>) for more information.

### *Students with Dependent Children*

As of 01 February 2018, the Department of Home Affairs estimates 12 months of living costs in Australia for the child of an overseas student to total AUD\$3,040 per child. (This does not include any visa-, study- or travel-related expenses: it represents day-to-day living costs only.) You will need to add this to your total required funds if your child is coming to Australia with you.

### *School-Aged Dependent Children*

If school-aged children are included in your student visa application, schooling costs of AUD\$8,000 per year for each child will need to be added to your total required funds. This amount is the minimum required for a visa application only; you are responsible for researching schooling costs, which may vary widely between states, territories and schools in Australia. These are in addition to living costs.

Schools fees apply to most dependents of temporary residents in New South Wales. For further information, including information about possible exemptions, visit the DE International website at <http://www.decinternational.nsw.edu.au/>. To find out more about application processes and costs, go to: [www.humanservices.gov.au](http://www.humanservices.gov.au).

### *Dependent Children Requiring Childcare*

If you have dependent children included in your visa application who will need to attend childcare in addition to or instead of school, you should be aware that typical childcare costs (which are distinct from and in addition to schooling costs and living costs) in Sydney are as follows:

- Centre-based childcare: \$100+ per day
- Family day care: \$12+ per hour
- Nanny: \$15+ per hour
- Au pairs (living in your home): \$500 to \$600+ per week

For more information, go to the Australia Government's MyChild website <https://www.mychild.gov.au/>. This site includes a costs calculator that may be helpful to you as you plan your finances.

### *Additional Information*

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

## 2. TUITION AND NON-TUITION FEES AND REFUNDS

**A non-refundable Enrolment Application fee of AUD\$350 is required to process your application.**

You can find up-to-date information about tuition fees and non-tuition fees on the Enrolment Application Form and UK English College's website. Please note that fees may be subject to change without notice and any changes will be published in advance on UK English College's website.

All tuition fees and non-tuition fees must be paid in Australian Dollars (AUD).

These fees and charges will be shown in your *Letter of Offer and Student Agreement* once your application is accepted, and in the invoice that you receive on enrolment. You can pay your fees by cheque, money order, credit card (excluding Diners and AMEX) or direct bank deposit.

All pre-paid fees are protected in line with the ESOS Framework that regulates the standards for provision of education to overseas students.

You are responsible for keeping copies of receipts of any payments for tuition fees or non-tuition fees.

### 2.1 Education agents

If you use an education agent and that agent charges their own fees to students (in addition to UK English College's tuition and non-tuition fees), those fees remain the responsibility of the agent. UK English College is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Please note that if you pay the tuition and non-tuition fees required for your enrolment (as set out in the Letter of Offer and Student Agreement) to an agent, UK English College will not issue your Confirmation of Enrolment (CoE) until your agent has transferred those fees in full to UK English College.

### 2.2 Tuition and non-tuition fee details (including protection of fees)

UK English College protects fees paid in advance by overseas students. Overseas student fee protection is ensured as follows:

- All tuition and non-tuition fees will be held in a separate bank account that can only be drawn down when the student commences. The tuition and non-tuition fees are held separately from the day-to-day operating expense accounts, so that if a refund is payable before the student commences, the refund can be made in full and in a timely way without impact on the financial operations of the business or recourse to the tuition protection system
- UK English College does not require overseas students to pay more than 50% of tuition fees prior to course commencement. (Students may choose to pay more than 50 per cent of their tuition fees before the course commences, if permitted under the ESOS Act.)
- Upon application, students are required to pay a non-refundable AUD\$350 Enrolment Application Fee.
- Upon signing and returning the *Letter of Offer and Student Agreement*, students are required to pay 50% of tuition fees.

- The balance of tuition fees must be paid on the date of course commencement.
- Re-issue of a Certification of Completion (or Partial Completion) is AUD\$100.
- UK English College pays into the Tuition Protection Service (TPS) provided by the Australian Government.
- If you use an education agent and that agent charges their own fees to students (in addition to UK English College's tuition and non-tuition fees), those fees remain the responsibility of the agent. UK English College is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

#### *Inclusions in tuition and non-tuition fees*

Details are included in the *Letter of Offer and Student Agreement* that you are required to sign prior to commencement of your course to indicate acceptance of the offer of enrolment and the terms and conditions specified.

Tuition and non-tuition fees include all administration, mandatory materials (including textbooks) and tuition fees. Any optional textbooks or materials that may be recommended but are not required for completion of the course are not included in the tuition and non-tuition fees.

Upon signing and returning the *Letter of Offer and Student Agreement*, students are required to pay 50% of tuition fees. The balance of tuition fees must be paid on the date of course commencement.

Please note: Tuition and non-tuition fees do not include Overseas Student Health Cover (OSHC) or accommodation fees.

#### *Late payment and non-payment of fees*

UK English College may suspend or cancel a student's enrolment on the basis of the student's failure to pay an amount the student was required to pay UK English College to undertake or continue the course as stated in the *Letter of Offer and Student Agreement* and in accordance with UK English College's *Fees and Refunds Policy and Procedures* and *Deferral, Suspension and Cancellation Policy and Procedures*.

If you are experiencing difficulty in paying your fees, you are invited to call our office to discuss alternative arrangements for payment that would allow you to continue your studies uninterrupted, while not causing undue hardship to UK English College.

UK English College reserves the right to suspend or cancel the enrolment of students due to non-payment of fees where no alternative arrangements for payment have been made. Overseas students whose enrolment is suspended or cancelled for non-payment of fees will be reported to Department of Education and Training via PRISMS under student default. Students have the right to appeal this decision within 20 working days in accordance with the *Complaints and Appeals Policy and Procedures*.

If you do not appeal against the decision to report you, or if your appeal is unsuccessful or you withdraw from the process, UK English College will report you to the Department of Education and Training via PRISMS for non-payment of fees. This action automatically alerts the Department of Home Affairs and may have an effect on your visa. For more information about your visa, you should go to the Department of Home Affairs website (<http://www.homeaffairs.gov.au/trav/stud>) or call them on 131 881.

Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code 2018):

- UK English College may suspend or cancel a student's enrolment including, but not limited to, on the basis of the student's failure to pay an amount the student was required to pay UK English College to undertake or continue the course as stated in the Letter of Offer and Student Agreement
- The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk

#### *Issuance of Certificate of Completion (or Partial Completion)*

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a Certification of Completion (or Partial Completion) within 10 working days. This will include:

- the CRICOS course name
- your dates of study, course duration and levels of achievement or proficiency
- UK English College's name and contact details
- the name and signature of the Academic Manager of UK English College
- a plain English explanation of the terms used in awarding grades at all levels

UK English College reserves the right to withhold the issuance of the Certification of Completion (or Partial Completion) until all tuition and non-tuition fees related to the course the Certification of Completion (or Partial Completion) relates to have been paid, except where UK English College is not permitted to do so by law.

#### *Re-Issuing Certificate of Completion (or Partial Completion)*

Records of Certificate of Completion (or Partial Completion) are kept on record for a period of at least thirty (30) years. Students can request copies of these at any time for an additional charge. The current fee for the re-issue of a Certification of Completion (or Partial Completion) is AUD\$100.

## **2.3 Refunds**

Our refund policy is included in the *Letter of Offer and Student Agreement* that you are required to sign prior to commencement of your course to indicate acceptance of the offer of enrolment and the terms and conditions specified.

**The following tuition and non-tuition fees are not refundable under any circumstances**, including visa rejection:

- Enrolment application fee: AUD\$350 (required to process your application)



### *Education agents*

If you use an education agent and that agent charges their own fees to students (in addition to UK English College's tuition and non-tuition fees), those fees remain the responsibility of the agent. UK English College is not responsible for the agent's own fees and does not protect or refund those fees under any circumstances.

Students who wish to seek a refund or have the amount they owe on their fees reduced must apply to UK English College using the *Refund Application Form*. If your refund is approved, you can have it paid to you or you can nominate another trusted person to receive the money if you prefer. You are asked to specify the recipient (yourself or someone else) and provide the recipient's contact and bank details on the *Refund Application Form*.

UK English College will:

- Assess your request fairly and in accordance with the *Fees and Refunds Policy and Procedures*
- Issue you with the decision in writing, using the *Notice of Refund Decision* letter within 10 working days of receipt of the *Refund Application Form*
- If the refund was approved, detail how the refund was calculated and issue the refund within 10 working days of receipt of the *Refund Application Form*
- If the refund was not approved, explain the reason for the decision and your right to lodge an appeal of the decision within 20 working days of the date of the *Notice of Refund Decision* letter, in accordance with UK English College's *Complaints and Appeals Policy and Procedures*
- Require you to accept the decision in writing and give you a copy of the decision for your records
- Maintain our records of the decision, the acceptance and any refunds paid to you for at least 2 years after you ceases to be an accepted student

### *Refunds prior to course commencement*

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

UK English College may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount.

### *Refund after course commencement*

- A partial refund will be paid in the event of UK English College default. The refund will be calculated from the day of the default as per section 7 of the ESOS Act (Calculation of Refund) Specification 2014. The

student will be refunded the weekly tuition fees multiplied by the number of weeks the provider is in default

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

UK English College may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

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

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

UK English College may consider written requests for refunds due to compassionate and compelling circumstances as indicated above and may increase the refund amount.

#### *Refunds of fees for optional services*

- The airport pick-up fee of AUD\$ TBA and the accommodation placement fee of AUD\$ TBA are not refundable under any circumstances.
- Requests for refunds of homestay accommodation fees must be made to the agent. UK English College does not guarantee or refund any homestay accommodation fees.

## **2.4 Compassionate and compelling circumstances**

UK English College may consider written requests for refunds due to compassionate and compelling circumstances and may increase the refund amount beyond the levels detailed above.

Acceptance of money appropriately refunded within the amounts detailed above does not preclude an application for compassionate and compelling circumstances and you must first apply for refunds of amounts as detailed previously unless a refund of 0% is applicable.

Applications for refunds beyond the levels detailed above will be deemed to be denied if you do not appeal within 20 working days.

Applications for refunds beyond levels detailed above must provide details and appropriate verifiable evidence of the compassionate and compelling circumstances that support the reasons for withdrawal, namely that the circumstances:

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

Compassionate or compelling circumstances are generally those beyond your control and which have an impact upon your course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that you were unable to attend classes
- Bereavement of close family members, such as parents or grandparents (a death certificate should be provided where possible)
- Major political upheaval or natural disaster in your the home country requiring emergency travel, and this has had an impact on your studies
- A traumatic experience that has had an impact on you, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
- Where you are unable to begin studying on the course commencement date due to delay in receiving a student visa

If you believe that you qualify for an additional refund due to compassionate and compelling circumstances, you must submit a written request using the *Refund Application Form* and attach a written description of your compassionate and compelling circumstances and any evidence thereof.

If the compassionate and compelling circumstances have been confirmed and an additional refund is approved, UK English College will refund the total amount of all tuition and non-tuition fees received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500, which can also be waived at the discretion of UK English College.

Requests for refunds of homestay accommodation fees must be made to the agent. UK English College does not guarantee or refund any homestay accommodation fees, even where compassionate and compelling circumstances are found to exist.

## **2.5 Outcomes of refund decisions**

Within 10 working days of receipt of your completed *Refund Application Form*, UK English College will review the application and supporting documents, and issue you with a *Notice of Refund Decision* that will explain:

- Whether or not the refund was approved
- If it was approved, the amount of the refund and a detailed explanation of how the refund was calculated

- If it was not approved, the reasons for the refusal and your right to appeal the decision in accordance with UK English College's *Complaints and Appeals Policy and Procedures* SC14-1.

If the refund was approved, UK English College will issue the refund or adjustment notice within 10 working days of receipt of the *Refund Application Form*.

### 3. STUDENT SERVICES

UK English College staffs are ready to provide friendly and helpful advice covering all aspects of a student's life in Australia, including academic, cultural and social issues. We can help with issues like accommodation, homesickness and culture shock, as well as with career advice, learning support and counselling.

The SSO/SCO is the first point of contact for students with questions about any of UK English College's support services.

#### 3.1 Welfare and guidance services

UK English College provides additional social activities which may also be organised. These could include beach trips, meals at local cafes and restaurants, and sporting activities such as tennis and lawn bowls.

There is sometimes a small cost for transport or admission, but you will be informed of this in advance.

##### *Assisting with student visas*

At UK English College, we give free information to students who would like to apply for student visas and visa extensions. We regularly update Department of Home Affairs information on the notice board.

##### *Medical check-up bookings*

When a student needs to get a medical check-up for their visa extensions we can advise where to attend.

##### *Opening a new bank account*

When students first arrive in Australia we can help them to open a new bank account if needed.

##### *Welfare services and referrals*

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

spiritual matters, and stress management. It may also include advice on academic and study issues.

UK English College will provide you the opportunity to access these welfare services throughout your study. These services will be provided at no additional cost to you. If we refer you to external support services, we will not charge you for the referral; however, you will pay for any on-going costs associated with the referral.

A list of useful contacts follows on the next pages. This includes contact information for people and institutions that may be able to help you throughout your stay in Australia. You are encouraged to make a copy of this information and keep it near your phone at home.

## **1.4 List of Useful Contacts and External Support Services**

### ***Emergency Services (police, fire and ambulance): 000 free call 24/7***

#### *Reading and Writing Hotline*

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

Telephone: 1300 655 506

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1,200 providers of courses in adult literacy and numeracy.

#### *Anti-Discrimination Board of NSW*

Website: <http://www.antidiscrimination.justice.nsw.gov.au/>

Telephone: (02) 9268 5555

Address (Parramatta Office): Level 7/10 Valentine Avenue, Parramatta NSW 2150

The Anti-Discrimination Board of NSW promotes and administers anti-discrimination and equal opportunity principles and policies throughout NSW. It is part of the NSW Department of Justice.

#### *Legal Aid NSW and Law Access NSW*

Website: <https://www.legalaid.nsw.gov.au/>

Free Legal Helpline (telephone): 1300 888 529

Address (Sydney Central Office): 323 Castlereagh Street, Haymarket NSW 2000

Legal Aid NSW provides legal services to clients across NSW in most areas of criminal, family and civil law. Legal Aid NSW also assists people experiencing domestic and family violence.

#### *Fair Work Australia and the Fair Work Ombudsman*

Website: <https://www.fairwork.gov.au/>

Address (Sydney Office): Level 13, 175 Liverpool Street, Sydney NSW 2000

Phone: 13 13 94 (Monday-Friday 8:00 a.m.-5:30 p.m.)

Fair Work Australia and the Fair Work Ombudsman are here to help you understand your rights and responsibilities at work and your workplace entitlements. They work with employees, employers and the community to educate and encourage compliance with Australia's workplace laws.

#### *Lifeline*

Website: <https://www.lifeline.org.au/>

Telephone: 13 11 14

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

#### *Reach Out*

Website: <http://www.reachout.org.au/>

Reach Out is a free online service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

#### *Beyond Blue*

Website: <https://www.beyondblue.org.au/>

Phone: 1300 224 636

Beyond Blue is a free 24/7 phone and online service that connects people with trained mental health professionals for support and advice around depression and anxiety. Beyond Blue is available to everyone, and has specific resources for women, men, young people, older people, multicultural people, Aboriginal and Torres Strait Islander people, lesbian, gay, bisexual, trans and intersex (LGBTI) people, and people who have concerns around pregnancy and early parenthood.

Some additional external support providers:

Problem	Website / Address	Telephone Number
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	9387 7788
Anxiety (including phobias and Obsessive/Compulsive Disorders)	<a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a>	9879 5351
Anxiety	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>	1300 224 636
Asthma	<a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a>	1800 645 130
Consumer credit and debt	<a href="https://www.accc.gov.au/consumers/debt-debt-collection/dealing-with-debt-collectors">https://www.accc.gov.au/consumers/debt-debt-collection/dealing-with-debt-collectors</a>	1300 302 502
Crime Stoppers NSW (report crime anonymously)	<a href="https://nsw.crimestoppers.com.au/">https://nsw.crimestoppers.com.au/</a>	1800 333 000
Crisis counselling	<a href="http://www.lifeline.org.au/">www.lifeline.org.au/</a>	13 11 14
Depression	<a href="https://www.beyondblue.org.au/">https://www.beyondblue.org.au/</a>	1300 224 636
Disabilities	<a href="http://www.pwd.org.au/">http://www.pwd.org.au/</a>	1800 422 015
Domestic Violence Crisis Service	<a href="https://dvcs.org.au/">https://dvcs.org.au/</a>	6280 0900 (24-hour crisis line)
Drug and alcohol addiction and information	<a href="https://adf.org.au/">https://adf.org.au/</a>	1300 858 584
Families and friends with mental illness (support and advocacy)	<a href="http://www.mentalhealthcarersnsw.org/">http://www.mentalhealthcarersnsw.org/</a>	1300 554 660
Eating disorders	<a href="http://www.edf.org.au/">www.edf.org.au/</a>	9412 4499
Eczema	<a href="http://www.eczema.org.au/">www.eczema.org.au/</a>	1300 300 182
<b>Emergency services (police, fire, ambulance)</b>		<b>000</b>
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	9856 7090
Family planning information	<a href="https://www.fpnsw.org.au/">https://www.fpnsw.org.au/</a>	1300 658 886
G-Line (gambling)	<a href="http://www.gamblinghelp.nsw.gov.au/">http://www.gamblinghelp.nsw.gov.au/</a>	1800 633 635
Gay, lesbian, bisexual, trans, intersex and queer+ (LGBTIQ+) support, counselling and referral	<a href="https://qlife.org.au/">https://qlife.org.au/</a> (website 24/7; online chat available 3:00 p.m.-midnight daily)	1800 184 527 (3:00 p.m.-midnight daily)

<b>Problem</b>	<b>Website / Address</b>	<b>Telephone Number</b>
Grief support (including specialized support for children, migrants and overseas students)	<a href="http://griefline.org.au/">http://griefline.org.au/</a>	1300 845 745 (noon – 3:00 a.m. daily)
Hepatitis B and C	<a href="https://www.hep.org.au/">https://www.hep.org.au/</a>	1800 803 990
HIV/AIDS	<a href="https://www.acon.org.au/">https://www.acon.org.au/</a>	9206 2000
Homelessness services	<a href="http://www.thewaysidechapel.com/">www.thewaysidechapel.com/</a>	9358 6577
Mental health assistance	<a href="https://www.sane.org/">https://www.sane.org/</a> (weekdays 10:00 a.m.- 10:00 p.m.)	1800 187 263 (weekdays 10:00 a.m.- 10:00 p.m.)
Overseas Student Ombudsman	<a href="http://www.ombudsman.gov.au/about/overseas-students">http://www.ombudsman.gov.au/about/overseas-students</a>	1300 362 072 (weekdays 9:00 a.m.- 5:00 p.m.)
Poison Information Centre	<a href="https://www.poisonsinfo.nsw.gov.au/">https://www.poisonsinfo.nsw.gov.au/</a>	131 126
Police Assistance Line (non-emergency)	<a href="http://www.police.nsw.gov.au/?a=6947">http://www.police.nsw.gov.au/?a=6947</a>	131 444
Pregnancy counselling	<a href="http://www.pregnancybirthbaby.org.au/">http://www.pregnancybirthbaby.org.au/</a>	1800 882 436
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a> (24-hour online counselling)	1800 424 017 (24-hour phone counselling)
Relationship counselling	<a href="http://www.relationships.org.au/">http://www.relationships.org.au/</a>	
Serious illness (sufferers and families)	<a href="http://www.cansurvive.org/">www.cansurvive.org/</a>	1300 364 673
Smoking – Quitline	<a href="http://www.quitnow.gov.au/">http://www.quitnow.gov.au/</a>	13 78 48
Suicide Prevention	<a href="http://www.lifeline.org.au/">www.lifeline.org.au/</a>	13 11 14
Translating and Interpreting Service (TIS National)	<a href="https://www.tisnational.gov.au/">https://www.tisnational.gov.au/</a>	131 450 (24-hour service)
Victims of crime support	<a href="http://www.victimsupport.org.au/">http://www.victimsupport.org.au/</a>	1800 633 063
Women’s refuge referral service	<a href="https://www.housing.nsw.gov.au/help-with-housing/specialist-homelessness-services/find-a-service/domestic-violence-line">https://www.housing.nsw.gov.au/help-with-housing/specialist-homelessness-services/find-a-service/domestic-violence-line</a>	1800 656 463



## 3.2 Student facilities

### *Computer facilities*

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

### *Photocopying and printing*

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

### *Suggestion box*

A suggestion box will also be available for students to give valuable suggestions to UK English College. Students' suggestions are constantly reviewed, and appropriate improvements are implemented, as part of UK English College's commitment to continuous improvement. For more information, please refer to UK English College's *Quality Assurance Policy and Procedures CG3*.

### *Kitchenette*

There is a common kitchenette in the college where students can have a snack between classes. It is equipped with a microwave, a small oven and a kettle as well as kitchen supplies.

### *Reference library*

To supplement their own textbooks, students have access to UK English College's library of textbooks and reference books. Access is organized via your teacher.

## 3.3 Academic support services

Botany Bay College can provide academic support to students who request it or are found to need it. This support may include:

- Receiving additional teaching support
- Reviewing learning materials with the student and providing information to students and in a context that they can understand
- Providing extra time to complete tasks
- Providing access to supplementary or modified materials
- Providing supplementary exercises to assist understanding
- Attending academic skills programs

- Attending tutorial or study groups
- Receiving individual case management
- Attending study clubs
- Attending counselling
- Receiving assistance with personal issues which are influencing progress
- Referral to external organizations where UK English College is unable to address the identified learning or academic issues
- Being placed in a suitable alternative course

If you feel that you would benefit from academic support, you can speak to your teacher or the SSO/SCO for more information.

## 4. COMPLAINTS AND APPEALS

### 4.1 Complaints

Complaints should be made in writing using the *Complaints and Appeals Form*. The PEO will then review the complaint, record the details of the complaint on the *Complaints Register*, and commence process of investigation within 10 working days of receiving the completed *Complaints and Appeals Form*.

The investigation may include such processes as requesting additional information from the complainant, respondent or other involved parties. This may be in writing, over the phone, or face-to-face. Where the meeting is face-to-face, the complainant may be accompanied by a support person. If the matter is in relation to a third party delivering Services on behalf of the registered provider, the third party should be involved in the resolution of the complaint.

The PEO will review the information and decide on an appropriate response. Where deemed necessary by the PEO, the matter may be reviewed by other members of the management team to arrive at an appropriate resolution.

Within 10 working days of concluding the investigation and review, the PEO will provide a written response to the complainant using the *Notice of Complaint Decision* letter, including:

- UK English College's understanding of the complaint
- The steps taken to investigate and resolve the complaint
- Decisions made about resolution, with reasons for the decisions made
- Areas that have been identified as possible causes of the complaint and improvements to be recommended
- The complainant's right to access UK English College's Complaints and Appeals process within 20 working days of the date of the letter if they are not satisfied with the outcome of the complaints process.

The PEO will then update the *Complaints Register* so it includes the outcome of the complaint and update the *Continuous Improvement Register* for any improvements to be made as an outcome, in accordance with the *Quality Assurance Policy and Procedures CG3* (if applicable). The complaint and its outcome will be discussed at the next management meeting, and the PEO will document staff-related issues in the staff files (if applicable).

In the case of complaints made by students, UK English College will maintain records of the complaint and all related documents on the student's file for at least 2 years after the person ceases to be an accepted student.

### 4.2 Appeals

Appeals should be made in writing using the *Complaints and Appeals Form*. The PEO will then review the appeal, record the details of the appeal on the *Appeals Register*, and commence the process of investigation within 10 working days of receiving the completed *Complaints and Appeals Form*.

For all types of appeals:

- Within 10 working days of concluding the investigation and review, the PEO will provide a written response to the appellant using the *Notice of Appeal Decision*, including:
  - The UK English College's understanding of the reasons for the appeal
  - The steps taken to investigate and resolve the appeal
  - Decisions made about resolution and reasons for the decisions
  - If relevant, areas that have been identified as possible causes of the appeal and improvements to be recommended
  - Their right to the external appeals process and where to find more information on it
  - For overseas students, any impact on their enrolment status and/or student visa (if applicable)
- The appeal must be resolved within 60 calendar days of receipt of the completed *Complaints and Appeals Form*. If the matter is particularly complex and it is going to take longer to resolve, the appellant must be advised in writing along with reasons for the extra time. They must be provided with progress updates on a weekly basis thereafter until the matter is resolved.
- The Department of Education and Training will be notified through PRISMS of any impact on the student's enrolment status (if applicable). Note that any provider-initiated suspension or cancellation of an overseas student must abide by the following special conditions:
  - UK English College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
    - misbehaviour by the student
    - the student's failure to pay an amount the student was required to pay UK English College to undertake or continue the course as stated in the written agreement
    - a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018.
  - The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk
  - Further to this, UK English College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
    - the internal and external complaints processes are completed, and the decision or recommendation supports UK English College, or
    - the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
    - the overseas student chooses not to access the external complaints and appeals process, or

- the overseas student withdraws from the internal or external appeals processes by notifying UK English College in writing.

### *Appeals against assessment decisions*

In the case of appeals against assessment decisions, the original assessment decision will be reviewed by having an assessor (independent of the original decision) mark the assessment task again. The assessment decision made during the appeals process will be considered the actual assessment outcome for the task, and the student will be advised of the decision in writing using the *Notice of Appeal Decision* as described above.

### *All other types of appeals*

Upon receiving the appeal, the PEO will investigate the matter to identify the original decision made and the reasons for the decision. Further details from the appellant, respondent, the person who made the original decision, and/or other involved parties may be requested during this stage. This may be in writing, over the phone, or face-to-face. If the matter is in relation to a third-party delivering Services on behalf of UK English College, the third party should be involved in the resolution of the appeal.

The appellant may request that an independent party (mediator) be involved in the process. Where this is requested by the appellant, they will bear the costs associated. Additionally, UK English College may decide to call upon an independent mediator to assist to resolve the issue where a decision cannot be reached internally. In this case, UK English College will bear the costs associated.

The PEO will review all relevant information and decide on an appropriate response and will notify the appellant using the *Notice of Appeal Decision* as described above. The PEO will then update the *Appeals Register* so it includes the outcome of the appeal and update the *Continuous Improvement Register* if applicable for any improvements to be made as an outcome, in accordance with the *Quality Assurance Policy and Procedures CG3*. The appeal and its outcome will be discussed at the next management meeting, and the PEO will document staff-related issues in the staff files (if applicable).

In the case of appeals made by students, UK English College will maintain records of the appeal and all related documents on the student's file for at least 2 years after the person ceases to be an accepted student.

## **4.3 Independent Reviews by External Parties**

If dissatisfied with the internal processes, the complainant/appellant may initiate an external complaint or appeal. Additionally, a complainant or appellant who has been through the internal processes may request that UK English College appoint an independent party to review the matter.

For domestic students, the independent party used is Fair Trading NSW; however, complainants and appellants can seek their own external parties at their own cost. For overseas students, the independent party is the Overseas Students Ombudsman.

UK English College will co-operate fully in the process of the external party to investigate and review the matter. This will include but not be limited to providing full access to the relevant student file/s and the internal complaints records where permitted to do so by law. All staff will be instructed to cooperate in such instances and to give an accurate account of the events as they understand them.

The PEO will record details of external complaints on the *Complaints Register* and details of external appeals on the *Appeals Register*. These will be updated with new information as it becomes available.

#### **4.4 Feedback**

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

We also welcome feedback from you at any time by email/phone and through our suggestion/feedback box in our reception area.

## 5. CODE OF CONDUCT

### 5.1 Purpose of the Code of Conduct

The purpose of the Code of Conduct is to describe the way in which students of UK English College are expected to conduct themselves and outlines students' rights and responsibilities. The Code of Conduct encompasses all of the rights, responsibilities and expectations described in this section.

### 5.2 Failure to adhere to UK English College's Code of Conduct

#### *Violations of the Code of Conduct*

A **violation** of the Code of Conduct is defined as failure to adhere to UK English College's Code of Conduct. A **violation** will result in appropriate disciplinary action at the discretion of the PEO. In some cases, this may include suspension or cancellation of enrolment. The suspension or cancellation of an overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, *unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.*

#### *Serious Violations of the Code of Conduct*

A **serious violation** of the Code of Conduct is defined as a violation of the Code of Conduct that is assessed by UK English College as likely to place the health or wellbeing of that student at risk, or to place the health or wellbeing of another person at risk.

Due to the perceived risk to health and wellbeing, in cases of **serious violation**, the suspension or cancellation of the overseas student's enrolment can take effect immediately. You would be reported to Department of Education and Training via PRISMS, which automatically alerts the Department of Home Affairs and may have an effect on your visa. For more information about your visa, you should go to the Department of Home Affairs website (<http://www.homeaffairs.gov.au/trav/stud>) or call them on 131 881.

For more information, please refer to UK English College's *Deferral, Suspension and Cancellation Policy and Procedures*. Note the additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment:

- UK English College may suspend or cancel a student's enrolment including, but not limited to, on the basis of misbehaviour by the student
- The suspension or cancellation of the overseas student's enrolment in these circumstances (Standard 9.3 of the National Code 2018) cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk

### 5.3 Student Rights

All students have the right to:

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

### 5.4 Student Responsibilities

All students, throughout involvement with UK English College, are required to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Arrive for classes on time and fully prepared with all required materials.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring onto any premises being used for UK English College purposes, any articles or items that may threaten the safety of self or others.
- Notify UK English College if any of their personal or contact details change.



- Provide relevant and accurate information to UK English College in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Keep copies of all assessment tasks, assignments and other evidence of work handed in.
- Make regular contact with their teacher.
- Prepare appropriately for all classes and assessment tasks.
- Notify UK English College if any difficulties arise as part of their involvement in the course.
- Notify UK English College if they are unable to attend a class for any reason at least 12 hours prior to the commencement of the activity.
- Make payments within agreed timeframes, where relevant.
- For overseas students, comply with their student visa requirements under the Education Services for Overseas (ESOS) Act 2000.

## 5.5 Education Services for Overseas Students

As an overseas student studying in Australia, you have certain additional rights and responsibilities under Australian legislation. The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and associated legislation and regulations, as well as the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018). For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

<https://www.studyinaustralia.gov.au/english/australian-education/education-system/esos-act>

If you are unable to access this information, contact UK English College via email or phone and we will provide the information to you.

## 5.6 Standards of Behaviour

UK English College's Code of Conduct sets clear standards for behaviour. These standards of behaviour apply to all UK English College students and staff members:

- Demonstrate honesty and integrity
- Respect difference in people and in their ideas and opinions
- Treat one another with dignity and respect at all times
- Respect and treat others fairly, regardless of their race, ethnicity, nationality, religion, gender,

sexual orientation, age or disability

- Respect the rights of others
- Help those in need
- Respect people in a position of authority
- Respect the need of others to work in an environment of learning and teaching
- Respect the property of UK English College and the property of all other students and staff members of UK English College

## **5.7 Rules and Regulations**

### *Drugs and alcohol*

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

### *Weapons*

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

### *Mobile Phones*

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

### *Smoking*

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

### *Food and drink in classrooms*

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

### *Computer usage*

UK English College's Internet service is provided only for educational purposes. Any other use of the Internet (such as chat programs and downloading/playing/watching games, music, movies etc.) is not allowed. Only registered UK English College students and staff may use the UK English College computers.

When using any UK English College computer, you are expected to show consideration for other users. Disciplinary action will be taken against students who fail to comply with the following regulations:

- No eating or drinking while using the computers
- Keep noise levels to a minimum
- No downloading files or software, including games, music, movies, television shows, etc.

- Do not use UK English College computers to view, store or transmit offensive materials, including any material of a pornographic nature
- Do not change the settings of any UK English College computer
- If you find a faulty computer, do NOT attempt to fix it yourself – simply notify the teachers or Reception
- UK English College reserves the right to refuse any student access to the UK English College computer laboratory
- To make sure that everyone has a chance to use the Internet, Internet service may be restricted to certain students at certain times.

## 5.8 Student Plagiarism, Cheating and Collusion

UK English College has a no-tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity always and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials used in the development of the work.

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

Where a student is suspected of plagiarism, cheating or colluding, UK English College will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, Internet resources and the work of other students; using electronic plagiarism detection software; comparing work against various academic databases; and referring to UK English College's plagiarism register or any other appropriate method.

## 5.9 Harassment, victimisation and bullying

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

Anti-discrimination law defines *harassment* as any form of behaviour that you do not want; that offends, humiliates or intimidates you; or that creates a hostile environment. Examples of harassment may include:

- Unwelcome physical contact
- Repeated unwelcome invitations
- Insulting or threatening language or gestures
- Continual unjustified comments about a student's work or work capacity
- Jokes and comments about someone's ethnicity, race, religion, nationality, gender or sexual preference
- Picture, posters, graffiti, electronic images, etc. that are offensive, obscene or objectionable

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

Examples of victimisation may include:

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

*Bullying* is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation. Examples of bullying may include:

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

If you feel that you are being harassed, victimised or bullied, ideally you should first tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, or if you have tried this and the behaviour has not stopped, you should lodge a complaint as per UK English College's *Complaints and Appeals Policy and Procedures* and detailed in this Handbook.

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

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

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

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

If you feel that you are being unfairly treated you should lodge a complaint as per UK English College's *Complaints and Appeals Policy and Procedures* and detailed in this Handbook.

## 5.11 Your Health and Safety

Under the Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2017, UK English College must provide a safe environment for our staff and students, as well as providing information to staff and students in relation to health, safety and welfare. UK English College has policies and procedures in place to ensure your safety, and on commencement of your course you will be provided with information about health and safety.

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

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

## 6. OTHER POLICIES AND REGULATIONS

### 6.1 Access and equity policy

UK English College upholds all Federal and State laws pertaining to human rights, anti-discrimination, equal opportunity and affirmative action pertaining to the ELICOS industry in Australia. These include but are not limited to the following:

- *The Human Rights and Equal Opportunities Commission Act 1986*
- *The Racial Discrimination Act 1975 (Commonwealth)*
- *The Sex Discrimination Act 1984 (Commonwealth)*
- *The Disability Discrimination Act 1992 (Commonwealth)*
- *The New South Wales Anti-Discrimination Act 1977.*

In the event of a situation that is considered by either staff or students to be in violation of UK English College's Access and Equity Policy, staff and students are required to report the situation to management.

Programs are designed and wherever possible facilities are set up to enhance the flexibility of delivery to maximise the opportunity for access and participation by disadvantaged students.

### 6.2 Disclosure of Personal Information/Privacy Policy

In accordance with the Privacy Act 1988, information is collected during your enrolment processing to meet UK English College's obligations under the ESOS Act 2000 and The National Code 2018 to ensure student compliance with visa conditions and student obligations under Australia's immigration laws generally.

Information concerning students, including personal information submitted on UK English College's Enrolment Application Form, may be shared among UK English College, the Commonwealth, and the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition.

The provision of this information is necessary for both enrolment and re-enrolment. Information provided will be held securely and disposed of securely when no longer needed. You may access your personal information by contacting UK English College during business hours.

Please also note that you are obliged to notify UK English College of any change to your contact information (e.g., home address, e-mail address, mobile phone number) within seven (7) days while enrolled in our course. You can use the *Change of Details Form* to update your information.

We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation;
- You have given written consent;
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
- The disclosure is required or authorised by or under law, such as the ESOS Act 2000 or the National Code 2018; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

## 7. STUDENT VISA CONDITIONS AND MAINTAINING YOUR ENROLMENT

### 7.1 Applying for a student visa

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

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

This site explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated with the visa application. You may wish to use a registered migration agent to assist you with your application (there may be a fee attached – please discuss with the agent); or UK English College has education agents who can assist you with the process of applying for a course at UK English College, including assistance with visas (there may be a fee attached – please discuss with the agent). Contact UK English College for details of the education agents that we use. You can also find them listed on our website.

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

If your visa is not approved, you will receive a full refund for the tuition fees that you may have paid as per UK English College refund policy, less the non-refundable Enrolment Application Fee.

### 7.2 Visa Conditions

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

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

- Satisfy attendance and course progress requirements and maintain a valid enrolment for your chosen course of study.
- Only work if you have been given permission to do so as part of your visa grant.
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Notify UK English College of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the eCoE.
- If you are a student visa holder under 18 years of age (currently not accepted at UK English College) who is neither being accompanied nor staying with a relative who is at least 21 years of age, you must not change your accommodation, support and general welfare arrangements without the written approval of your education provider.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.



### 7.3 Arranging Travel and Documents to Bring

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

Sydney Airport: Kingsford-Smith International, Airport Drive, Mascot NSW 2020

You will need to prepare a folder of UK English College documents to bring with you to Australia that includes:

- Valid passport including a valid student visa
- Your electronic Confirmation of Enrolment (eCoE)
- Proof of Overseas Student Health Cover
- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by UK English College at the time of confirmation of enrolment

If you are travelling with your family, you will need to include their documents as well.

Keep all documents in your carry-on luggage. Have certified copies made of the originals and leave the copies with someone you trust, who could send the copies to you if your originals are lost.

### 7.4 Attendance policy

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

**UK English College courses offer a minimum of 20 hours face-to-face scheduled course contact per week for the course.** Students are expected to attend 100% of classes. Overseas students on an Australian student visa are required to maintain **at least 80% attendance** all the time during their enrolment. This means that you must attend at least 80% of the scheduled contact hours for your course.

If your attendance drops **below 85%** in a term or you are absent for **5 consecutive days without approval** (e.g., a medical certificate or an approved temporary suspension of studies/leave of absence – see the [Changes to Your Enrolment](#) of this Handbook for more information), UK English College will send you a *First Warning Letter for Unsatisfactory Attendance* and invite you to an intervention and strategy meeting. At this meeting you will discuss the reasons for your unsatisfactory attendance and agree on an appropriate intervention strategy, including weekly follow-up meetings and a range of support options that we can offer you.

If, after providing you with this support, your attendance continues to be unsatisfactory, you will be sent the *Second Warning Letter for Unsatisfactory Attendance* and invited to another meeting. At this meeting you will discuss your continued attendance issues and the risks to your enrolment and visa if your attendance does not improve.

If, as a result of your unsatisfactory attendance, it is determined that you will be unable to achieve 80% attendance for the term even if you attend all scheduled contact hours for the rest of the term, you will be sent a *Notice of Intention to Report for Unsatisfactory Attendance*, advising you of UK English College's intention to report you to the Department of Education and Training for not meeting attendance requirements. (An exception to this is that if your attendance is between 70%-80% and you have satisfactory course progress as defined in the *Course Progress and Attendance Policy and Procedures*, you will not be reported; however, if either of those circumstances changes, you will be reported in accordance with the policy.) The letter will also explain your right to access UK English College's Complaints and Appeals process within 20 working days of the date of the letter.

#### *Additional considerations*

**Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018:**

UK English College may suspend or cancel a student's enrolment including, but not limited to, on the basis of a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018.

The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk

Further to this, UK English College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes are completed, and the decision or recommendation supports UK English College, or
- the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
- the overseas student chooses not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying UK English College in writing.

#### *Attendance Roll*

This will record your **Time In** at the college, your **Time Out** leaving the college, and your signature.

#### *Holidays*

After completing each level, students have holidays. Please study the Academic Calendar carefully and plan your travels in advance for during these holiday breaks.

### *Leave of Absence*

A leave of absence is considered a form of suspension and will only be approved if a student is experiencing compassionate or compelling circumstances and with documentary evidence. Please see the [Changes to Your Enrolment](#) section of this Handbook for more information.

## **7.5 Course progress policy**

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

UK English College will help you meet your course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. You will also receive monthly progress reports, which will allow you and your teacher to track your progress easily and clearly.

Unsatisfactory course progress means that you:

- Have failed to achieve a mark of at least 50% on a monthly progress report
- Have been identified as requiring intervention to ensure satisfactory course progress
- Have been identified as being at risk of failing to achieve a final mark of at least 50%
- Have been identified as being at risk of being unable to complete your course within the expected duration

If you are found to have unsatisfactory course progress, you will be sent the *First Warning Letter for Unsatisfactory Course Progress* and invited to an intervention and strategy meeting. At this meeting you will discuss the reasons for your unsatisfactory course progress and agree on an appropriate intervention strategy, including weekly follow-up meetings and a range of support options that we can offer you. Note that if your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do extra work later on to complete your course in the time specified in your student visa.

If, after providing you with this support, your course progress continues to be unsatisfactory, you will be sent the *Second Warning Letter for Unsatisfactory Course Progress* and invited to another meeting. At this meeting you will discuss your continued course progress issues and the risks to your enrolment and visa if your course progress does not improve.

If, despite interventions having been implemented, you fail to achieve a mark of at least 50% on two consecutive monthly progress reports, you will be sent a *Notice of Intention to Report for Unsatisfactory Course Progress*, advising you of UK English College's intention to report you to the Department of Education and Training for not meeting course progress requirements. Reporting you to the Department of Education and Training will trigger a report to the Department of Home Affairs, who will make the final decision on whether or not your visa will be cancelled because of your unsatisfactory course progress. The *Notice of Intention to Report for Unsatisfactory Course Progress* will also explain your right to access UK English College's Complaints and Appeals process within 20 working days of the date of the letter.

### *Additional considerations*

**Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018:**

UK English College may suspend or cancel a student's enrolment including, but not limited to, on the basis of a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018.

The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Further to this, UK English College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes are completed, and the decision or recommendation supports UK English College, or
- the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
- the overseas student chooses not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying UK English College in writing.

## 8. CHANGES TO YOUR ENROLMENT

### 8.1 Definitions

*Deferral* is defined as a postponement of the commencement of your enrolment.

*Suspension* is defined as a temporary postponement of your studies after your enrolment has started.

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

*Provider-initiated* is where UK English College initiates the process.

*Student-initiated* is where the student initiates the process.

*Leave of Absence* is a student-initiated suspension of enrolment.

*Withdrawal* is a student-initiated cancellation of enrolment.

UK English College's *Deferral, Suspension and Cancellation Policy and Procedures* details the circumstances in which a student can defer, suspend or cancel their enrolment with UK English College, and in which UK English College can initiate the suspension or cancellation of the student's enrolment. UK English College's *Course Transfer Policy and Procedures* details the circumstances in which a student can transfer from UK English College to another Australian registered provider. Please see these policies and procedures for more information.

### 8.2 Student-initiated processes

#### *Deferral and suspension/ leave of absence*

Requests for deferral and suspension/ leave of absence will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond your control and that have an impact upon your course progress or wellbeing. Please see the [Compassionate and Compelling Circumstances](#) section of this *Handbook* for more information. Note that a retrospective deferment or suspension/ leave of absence may be justified if you were unable to contact UK English College because of a circumstance such as being involved in a car accident.

If you believe that you qualify for a deferral or suspension/ leave of absence, you will need to apply in writing using the appropriate form. The SSO/SCO and the PEO can help you with your application. UK English College will notify you in writing of our decision within 10 working days of receipt of your completed application form. If your request is refused, you will have 20 working days from the date of the decision letter to lodge an appeal. Please see the [Complaints and Appeals](#) section of this *Handbook* for more information.

Where a suspension/ leave of absence is granted, UK English College will suspend your enrolment for an agreed period, to a maximum of 12 months. If the suspension is required for longer than 12 months, you will have to re-apply once the initial suspension period has expired.

Please be aware that any change to your enrolment status may have an impact on your student visa. You should refer to the Department of Home Affairs' website (<http://www.homeaffairs.gov.au/>) or Helpline (131 881) for information on what impact the potential change to your enrolment status may have upon your visa.

If you believe that you are due a refund of fees as a result of your deferral or suspension/ leave of absence, you will need to submit a *Refund Request Form*. Please see the [Refunds](#) section of this *Handbook* for more information.

### **Cancellation/ withdrawal**

Requests for cancellation/ withdrawal must be made in writing using the *Application for Withdrawal Form*. The SSO/SCO and the PEO can help you with your application. UK English College will notify you in writing of our decision within 10 working days of receipt of your completed *Application for Withdrawal Form*. If your request is refused, you will have 20 working days from the date of the decision letter to lodge an appeal. Please see the [Complaints and Appeals](#) section of this *Handbook* for more information.

Please be aware that any change to your enrolment status may have an impact on your student visa. You should refer to the Department of Home Affairs' website (<http://www.homeaffairs.gov.au/>) or Helpline (131 881) for information on what impact the potential change to your enrolment status may have upon your visa.

If you are requesting a cancellation/ withdrawal so that you can transfer to another Australian registered provider, there are additional steps you will need to complete. Please see the [Transferring to another Australian registered provider](#) section of this *Handbook* for more information.

If you believe that you are due a refund of fees as a result of your withdrawal, you will need to submit a *Refund Request Form*. Please see the [Refunds](#) section of this *Handbook* for more information.

## **8.3 Provider-initiated processes**

### **Course Progress and Attendance**

Suspension and/or cancellation of a student's enrolment due to unsatisfactory course progress or attendance will be handled as per UK English College's *Course Progress and Attendance Monitoring Policy and Procedures*. You can find more information about these processes in the [Course Progress](#) and [Attendance](#) sections of this Handbook.

### **Fees and Other Student Issues**

UK English College may also initiate suspension or cancellation of a student's enrolment on the grounds of non-payment of fees or other student issues. The Student Code of Conduct defines what is the behaviour expected by students; this can be found in the [Code of Conduct](#) section of this Handbook. You can find more information about non-payment of fees in the [Tuition and non-tuition fees](#) section of this Handbook.

Suspension and/or cancellation of a student's enrolment due to overdue/unpaid fees or other issues will be handled as per UK English College's *Deferral, Suspension and Cancellation Policy and Procedures*. If you disagree with a decision that UK English College has made, you can lodge an appeal within 20 working days in accordance with UK English College's *Complaints and Appeals Policy and Procedures*.

## **Additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment**

Please note the following additional considerations related to provider-initiated suspension or cancellation of an overseas student's enrolment, per Standards 8, 9 and 10 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018:

UK English College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:

- misbehaviour by the student
- the student's failure to pay an amount the student was required to pay UK English College to undertake or continue the course as stated in the *Letter of Offer and Student Agreement*
- a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018.

The suspension or cancellation of the overseas student's enrolment in these circumstances cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Further to this, UK English College only reports unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes are completed, and the decision or recommendation supports UK English College, or
- the overseas student chooses not to access the internal complaints and appeals process within the 20 working days period, or
- the overseas student chooses not to access the external complaints and appeals process, or
- the overseas student withdraws from the internal or external appeals processes by notifying UK English College in writing.

## **8.4 Change in visa status**

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

Students are to refer to the Department of Home Affairs' website (<http://www.homeaffairs.gov.au/>) or Helpline (131 881) for information and their local Department of Home Affairs office for advice on what impact the potential change to enrolment status may have on their visa.

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

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

## 8.5 Transferring to another Australian registered provider

**If you are an overseas student and you have completed more than six months of your principal course at UK English College** and would now like to transfer to another Australian registered provider, you should complete and submit the *Application for Withdrawal Form* and note that you would like to transfer to another Australian registered provider.

UK English College will notify you in writing of our decision within 10 working days of receipt of your completed *Application for Withdrawal Form*. If your request is refused, you will have 20 working days from the date of the decision letter to lodge an appeal. Please see the [Complaints and Appeals](#) section of this Handbook for more information.

If you believe that you are due a refund of fees as a result of your withdrawal, you will need to submit a *Refund Request Form*. Please see the [Refunds](#) section of this Handbook for more information.

**If you are an overseas student and you wish to transfer to another Australian registered provider prior to completing six months of your principal course at UK English College**, you will need to complete the *Application for Withdrawal Form* and provide a valid enrolment offer from another registered provider (often called a 'Letter of Offer').

UK English College will grant your transfer request if the transfer is assessed to be in your best interests, including but not limited to where UK English College has assessed that:

- You will be reported because you are unable to achieve satisfactory course progress at the level they are studying, even after engaging UK English College's intervention strategy to assist you in accordance with Standard 8 (Overseas student visa requirements)
- There is evidence of compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. Please see the [Compassionate and Compelling Circumstances](#) section of this *Handbook* for more information.
  - Serious illness or injury, where a medical certificate states that the student was unable to attend classes
  - Bereavement of close family members, such as parents or grandparents (a death certificate should be provided where possible)
  - Major political upheaval or natural disaster in the home country requiring emergency travel, and this has had an impact on the student's studies
  - A traumatic experience that has had an impact on the student, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports)
  - Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa
- UK English College is failing to deliver the course as outlined in the written agreement



- There is evidence that your reasonable expectations about their current course are not being met
- There is evidence that you were misled by UK English College or an education or migration agent regarding UK English College or its course, and the course is therefore unsuitable to their needs and/or study objectives
- An appeal (internal or external) or another matter results in a decision or recommendation to release you

If none of the above conditions is met, UK English College considers this to be reasonable grounds to refuse your transfer request.

UK English College will assess your request and notify you of the decision in writing using the *Notice of Withdrawal Decision* within 10 working days of receipt of both your completed *Application for Withdrawal Form* and your new Letter of Offer.

If UK English College refuses your request, you may lodge an appeal of this decision with 20 working days of the date of the *Notice of Withdrawal Decision* in accordance with UK English College's *Complaints and Appeals Policy and Procedures*. You may also submit a new *Application for Withdrawal* once you are outside of the restriction period. A refusal of a transfer request within the restriction period will have no effect on your ability to withdraw from your course at UK English College once you are outside of the restriction period.

If you believe that you are due a refund of fees as a result of your withdrawal, you will need to submit a *Refund Request Form*. Please see the [Refunds](#) section of this Handbook for more information.

## 9. DAILY LIFE IN AUSTRALIA

### 9.1 Overseas Student Health Cover (OSHC)

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

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

- Australian Health Management: <http://ahmoshc.com/>
- Peoplecare Health Limited (Allianz): <https://allianzassistancehealth.com.au/en/student-visa-oshc/>
- BUPA Australia: <http://oshc.bupa.com.au/>
- Medibank Private: <https://www.medibank.com.au/overseas-health-insurance/oshc/>
- nib: <https://www.nib.com.au/overseas-students>

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency. You can learn more about OSHC at the website of the Department of Home Affairs: <http://www.health.gov.au/internet/main/publishing.nsf/content/overseas+student+health+cover+faq-1>.

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

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

### 9.2 Other Health-Related Issues

#### *Emergencies*

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

### *Police*

If you believe that you or someone else is in danger, call 000. Australian police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. If you fear retribution, you can make police reports anonymously.

### *Fire*

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

### *Ambulance*

Ambulances provide immediate medical attention in an emergency and emergency transportation to hospital. To access an ambulance, call 000.

### *Medical assistance*

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

## **9.3 General Safety**

Australia is considered to be a safe and comfortable country to live in – but as with anywhere, it is a good idea to be aware of your surroundings and your personal safety.

The Australian Government provides some useful information on their [Study in Australia](#) website. These are some additional common-sense measures you can take to help keep yourself and your belongings safe, especially when you're out at night:

- Walk in well-lit areas
- Try to walk with a group of people
- Use caution when using elevators, isolated stairways, or toilet areas.
- Plan the safest route to your destination. Stick to the main roads if possible. Never hitchhike!

- Try to arrange a lift home from a friend, a taxi or a ride-sharing app at night. Get dropped off as close to your door as possible.
- Avoid using ATMs in dark or lonely places.
- Don't openly carry valuables including iPods, mobile phones, laptops, passports etc.
- Try not to wait alone at the bus or train stops.
- In trains at night, do not sit in an empty carriage. Try to sit in the guards' carriage (marked with a blue light) or near groups of people in a well-lit area
- Be aware of your possessions at all times, including while on UK English College premises. Be sure not to leave valuables like mobile devices (phones, iPads/tablets, laptops, etc.) passports, money etc. in the classroom, kitchen, and bathroom or at reception.

UK English College has rules about the way students and staff should behave towards each other. If you feel uncomfortable about anyone's behaviour towards you – whether it's another student or a member of staff – you can talk to the SSO/SCO or the PEO without fear of retaliation.

#### 9.4 Working in Australia

As a student visa holder, you can work up to 40 hours a fortnight during term time (in session) and as many hours as you like during holidays (out of session).

Visit the following website to find out more about working in Australia, including how to find a job:  
<https://www.studyinaustralia.gov.au/english/live-in-australia/working>

#### 9.5 Living Costs in Australia

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

The Department of Home Affairs' living costs requirement increases with Australia's cost of living. Under these regulations, prospective student visa applicants must have access to at least the minimum funds to meet living costs requirements, and you may be required to sign a declaration and/or provide evidence that you have sufficient funds to cover expenses including your full tuition costs, your travel costs to and from Australia, your living costs in Australia, and/or other expenses.

While overseas students can supplement their income with money earned through part-time work in Australia, the Department of Home Affairs' living costs requirement helps to support the success of students in their studies by ensuring that they do not have to rely on such work to meet all their expenses.

As of 01 February 2018, the Department of Home Affairs estimates 12 months of living costs in Australia for one adult overseas student/guardian to total AUD\$20,290. This represents day-to-day living costs only, like clothing, food, accommodation, local transportation and entertainment; it does not include any visa-

study- or travel-related expenses. It also does not include any additional family members, such as a partner/spouse or dependent child.

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

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

## 9.6 Budgeting

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transportation and entertainment, plus care and schooling for dependent children if applicable.

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

## 9.7 Shopping

In Australian major town centres and capital cities, the shopping facilities are typically open 9:00 a.m. to 6:00 p.m. seven days a week, with late-night shopping until 9.00pm on Thursdays or Fridays. Some supermarkets are open longer hours, so it's worth getting to know what's available to you in your area.

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

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

- Loaf of bread: AUD\$3.50-AUD\$4.00
- One litre of milk: AUD\$2.50-AUD\$2.90
- Newspaper: AUD\$1.50-AUD\$3.00
- Box of breakfast cereal: AUD\$6.00-AUD\$10.00
- Jar of instant coffee: AUD\$8.00-AUD\$10.00
- Bottle of soft drink: AUD\$1.50-AUD\$3.00
- Bottle of shampoo: AUD\$7.50-AUD\$10.00
- Bar of soap: AUD\$2.50-AUD\$5.00
- One apple: AUD\$1.00-AUD\$2.00
- One banana: AUD\$0.75-AUD\$1.50
- Beef (500 grams): AUD\$10.00-AUD\$15.00
- Chicken (500 grams): AUD\$8.00-AUD\$15.00

## **9.8 Clothing**

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

The cost of clothing in Australia varies widely. There are several quality variety stores such as Target, K-Mart and Big W where you can find low-cost clothing and shoes of all types and styles. Department and specialty stores such as Myer and David Jones carry more expensive, higher-end clothing labels. There are also many smaller shops that feature local or specialty designers, often at a greater cost.

## **9.9 Weather**

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

## 10. OTHER IMPORTANT INFORMATION FOR STUDENTS

### 10.1 Emergency contact information

#### Emergency services (police, fire, ambulance)

Telephone: 000

#### UK English College official point of contact for students

Name: Attiq Ur-Rehman

Title: Student Services Officer/Student Contact Officer (SSO/SCO)

Telephone: +61 2 8077 6053

Mobile: +61 416 747 786

#### Department of Home Affairs

Telephone: 131 881

Website: <https://www.homeaffairs.gov.au/>

Address: 26 Lee Street, Sydney NSW 2000

#### Local Medical Centre

Sydney Medical Centre  
Address: Sydney CBD Medical Centre 280 Pitt St, Sydney 2000  
Phone: (02) 9268 0133/(02) 9268 0177  
Email: [reception@sydneycbdmedicalcentre.com.au](mailto:reception@sydneycbdmedicalcentre.com.au)

#### Translating and Interpreting Service (TIS National):

Telephone: 131 450 (24-hour)

Website: <https://www.tisnational.gov.au/>

### 10.2 Emergency evacuation procedure

The emergency evacuation plan is posted at each exit and adjacent to each classroom door and the kitchen. The plan is marked with green arrows/ running man pointing at the nearest emergency exit.

In case of an emergency:

- Immediately warn your fellow students and staff of any risk, hazard or danger
- Quickly collect important personal belongings if it is safe to do so
- Ensure that fellow students and staff are exiting the building
- Follow the person wearing a safety helmet in your area to the exit nearest you. DO NOT RUN!
- Proceed to the meeting point
- Report to the SSO/SCO and participate in roll call
- As soon as safe and practicable, contact Emergency Services by calling 000

### 10.3 Student equipment

All students will require the following equipment:

- Included in your tuition fees:
  - A copy of the required Student textbook and workbook for your level. The cost of one copy of each of these is included in your tuition fees. More information will be provided at Orientation.
- Not included in your tuition and non-tuition fees:
  - Dictionary (electronic dictionaries are recommended)
  - Ruler
  - A4 notebook with lined writing paper
  - Red, black and blue pens
  - Pencil and eraser
  - Highlighter(s)
  - USB

### 10.4 Student identification card

All students are issued with a UK English College Identification Card that includes their photograph, name, student identification number, commencement and completion dates, and signature. Students are required to have their identification card with them at all times while on the college premises.

### 10.5 Leaving the classroom during the lesson

Common courtesy requires that you inform the teacher before leaving the room. If it is your intention not to return during that or later lessons, you must discuss this with your teacher.



## 10.6 Student refreshment breaks

There is strictly no eating or drinking in the classrooms or computer rooms.

A microwave and tea and coffee facilities are available for student use in the kitchen. This, and other working areas, should be kept clean and tidy at all times.

## 10.7 Student feedback and quality improvement

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

We also welcome feedback from you at any time by email/phone and through our suggestion/feedback box in our reception area.

## 10.8 Access to Your Records

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

If you want to access or obtain a copy of the records that UK English College holds in your file, you must make a request in writing using the *Access to Records Request Form*. There is no charge to access your records.

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

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

A student may request a copy of their monthly *Course Progress Report* at any time via email or phone without using the *Access to Records Request Form*.

Access to records may be provided by:

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

**Amendment to records**

If you believe that the information that UK English College holds about you is incorrect, incomplete, out-of-date or misleading, you can request that the information be amended.

If you need to change your personal/ contact details, or the personal/ contact details of your emergency contact/ next-of-kin, you can lodge the change request using the Student Change of Details Form.

If you believe that other information in your file is incorrect, incomplete, out-of-date or misleading, you can lodge the change request using the Amendment to Records Request Form. UK English College will assess your request and advise you of the decision in writing using the Notice of Amendment to Records Decision.

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