



# CHOICE BUSINESS COLLEGE

## International Student Handbook

RTO 41297 | CRICOS 03444C

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## ABOUT US

Choice Business College aims to provide the highest level of education services with focus on professionalism, excellent student support services, interactive and creative training programs and ensure that we maintain our position as one of the market leaders in superior education services.

We believe that with our extensive knowledge, determination to provide the highest quality services and our great locations with large resources we can succeed as a college and ensure our student have a memorable education with our college.

Choice Business College Pty Ltd's vision is to become the preferred choice for education services both on a domestic and international basis. We aim to provide the highest quality education with emphasis on student support ensuring each student has a personal experience and the support they need. Over the next two years, we hope to establish a reputation as a high quality training institution that is committed to excellence through continuous improvement.

*We welcome you to our college.*

## OUR CAMPUSES

### Gold Coast Campus

Choice Business College has its head office and campus centrally located in the heart of Southport close to the public transport and Australia Fair Shopping Centre on the Gold Coast. Just north of Surfers Paradise, it is one of the major business centres of the Gold Coast and close to the dazzling Broadwater and the Southport Spit.

Southport is only a five minute drive from the 57 kilometres of coastline, its incredible sandy beaches and the tourist hub of Surfers Paradise. You are never too far away from great shopping, fabulous restaurants and cafes. Gold Coast is also famous for being home to Dreamworld, Movieworld, Sea World and Wet'n'Wild theme parks.

### Sydney Campus

Choice Business College Sydney Campus is conveniently located in Parramatta, 23 km west of Sydney CBD. With easy access to public transport, accommodation, restaurants, shops and parks, this exciting area provides a wealth of activities for students to enjoy while studying at Choice Business College.

Sydney has been ranked as the 10th most liveable city in 2016 and is increasingly popular as the most famous Australian city in the world due to many infamous landmarks. Sydney harbor is world famous for its 200km of shoreline and has many of Sydney's most famous landmarks right on its waters edge such as the Sydney Opera House and the Sydney Harbour Bridge.

### Melbourne Campus

Our Melbourne campus is right in the midst of the Melbourne CBD and is surrounded with cultural attractions, abundant public transport, accommodation, gardens, restaurants and nightlife. With its incredibly centralized location, activities and a wealth of opportunity exist in every direction. Choice Business College Melbourne provides a fantastic place to live, study and start a rewarding career pathway.

## Information about studying in Australia

Please visit the following websites below to discover all about studying in Australia

### Gold Coast

<http://www.studyqueensland.qld.edu.au/>

<http://www.studygoldcoast.org.au/>

<http://www.visitgoldcoast.com/study-on-the-gold-coast/>

### Melbourne

<http://www.studymelbourne.vic.edu.au/>

<http://www.visitmelbourne.com/>

<http://www.melbourne.vic.gov.au/>

### Sydney

<http://www.study.sydney>

<http://www.sydney.com>

<http://www.cityofsydney.nsw.gov.au/learn/about-sydney/touris-information>

### Study in Australia

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

The study in Australia site is owned by the Australian Government and has comprehensive current information on all aspects of studying in Australia including: Entry requirements; living costs and accommodation; student visa options; insurance; banking; working while studying; cost of living; student support; health cover; legislation and much more.

### Life in Australia Book (translated versions)

<https://www.border.gov.au/Trav/Life/Aust/Life-in-Australia-book>

### ***Other Important websites***

Overseas Students Ombudsman

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

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Call: 1300 362 072

### **Department of Immigration and Border Protection (DIBP)**

The Australian Government's Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit

<http://www.border.gov.au/Pages/Welcome.aspx> for the latest information.

<http://www.border.gov.au/about/contact/offices-locations/australia>

### **Student Visa options**

<http://www.border.gov.au/Trav/Visa>

### **Applying for a Student Visa – rules and requirements**

<http://www.border.gov.au/Trav/Visa/App>

### **Provider default (if your provider can no longer offer your course for study)**

<http://www.border.gov.au/StudyinginAustralia/Documents/edu-provider-default.pdf#search=provider%20default>

## **Student Visa Conditions**

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. *These conditions include (but are not limited to):*

- ‘ Complete the course within the duration specific on the COE
- ‘ **Maintain** satisfactory academic progress
- ‘ **Maintain** satisfactory attendance
- ‘ **Maintain** approved Overseas Student Health Cover (OSHC) while in Australia
- ‘ Remain with your principal education provider for 6 calendar months, unless issued a letter of release from the Institute to attend another institution

- ‘ Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

For the full list of **mandatory** and **discretionary** student visa conditions including rules for working while studying visit

<http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

## Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIBP on your behalf, but please note that **you do not need to use a migration agent** to lodge any kind of visa application.

## Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from the institution you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

**Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.**

## Important Information & Emergency Contacts at CBC

### General Contact Details

Phone: +61 2 9630 6999

## PEO / CEO

Sha WANG

[director@cbc.edu.au](mailto:director@cbc.edu.au)

Mobile (Business) +61 451 257 066

## Compliance Manager

Anuj Makkar

[anuj@cbc.edu.au](mailto:anuj@cbc.edu.au)

Mobile (Business) +61 406 577 369

## Campus Manager/Student support

Viralkumar Patel

[viral@cbc.edu.au](mailto:viral@cbc.edu.au)

Mobile (Business) +61 451 388 253

**Opening office hours: 8:30 AM to 5:00 PM Monday to Friday**

## Important Telephone Numbers

**IN THE CASE OF EMERGENCY DIAL 000 from a landline or phone box**

**or**

**112 from a mobile phone for Police, Fire or Ambulance**

## Department of Immigration and Border Protection (DIBP)

Phone **131 881**

Offices in Australia –

<http://www.border.gov.au/about/contact/offices-locations/australia>

Immigration Offices Outside of Australia –

<http://www.border.gov.au/about/contact/offices-locations/our-offices>

Hours of operation 08:30 AM to 4:30 PM Monday to Friday

## Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website the Department of Foreign Affairs and Trade website

<http://www.dfat.gov.au/embassies.html> has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.



Some Embassies/Consulates are listed below for your convenience:

China PR	(03) 9822 0604
India	(02)6273 3999
Greece	(03)98664524
Indonesia	(03)9525 2755
Japan	(03)9639 3244
Korea South	(02)6273 3044
Malaysia	(03)9820 0921
Taiwan	(03)9650 8611
Thailand	(03) 9650 1714
Vietnam	(02)6268 6059

For a complete list of foreign embassies in Australia visit -  
<http://protocol.dfat.gov.au/Mission/list.rails>

## Arranging Travel

Students will need to make their own travel arrangements to Australia. Please try to arrive at least 1-2 weeks before the start of Student Orientation to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

We arrange pick up from the airport for a small nominated fee.

## Things to Do: Before Leaving Home:



- ' Apply for passport
- ' Arrange student visa
- ' Make contact with College
- ' Complete required forms with College
- ' Make payments to Institute
- ' Arrange for immunisations and medications from doctor
- ' Apply for a credit card and/or arrange sufficient funds
- ' Confirm overseas access to your funds with your bank
- ' Make travel arrangements
- ' Arrange travel insurance / OSHC
- ' Advise institution of travel details
- ' Arrange accommodation
- ' Arrange transport from airport to accommodation
- ' Pack bags being sure to include the following:
  - o Name and contact details of a College representative
  - o Enough currency for taxis, buses, phone calls etc. in the event of an emergency
  - o Important documents:
    - THIS HANDBOOK!
    - Passport
    - Letter of Offer
    - Confirmation of Enrolment (eCoe)
    - Certified copies of qualifications & certificates
    - Travel insurance policy
    - ID cards, drivers licence, birth certificate (or copy)
    - Receipts of payments paid
    - Medical records and/or prescriptions.

*If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.*

## UponArrivalinAustralia



- ‘ Call home
- ‘ Settle into accommodation
- ‘ Contact Institute
- ‘ Purchase household items and food
- ‘ Enrol children in school (if applicable)
- ‘ Attend international student orientation at College (compulsory)
- ‘ Advise Institute of your address, phone and email
- ‘ Get student ID card
- ‘ Advise health insurance company of address & get card
- ‘ Open a bank account
- ‘ Attend faculty/course specific orientation sessions
- ‘ Get textbooks
- ‘ Start classes
- ‘ Apply for tax file number if seeking work
- ‘ Get involved in student life and associations  
(eg music, sporting and cultural clubs)

## What to Bring

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, **declare it anyway** on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

**For further information visit the Australian Customs website:**

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

For information on how much luggage you can bring check with your airline.

**Information and Tips in various languages -**

<http://www.customs.gov.au/knowbeforeyougo/default.asp>

**Australian Customs for arriving travellers –**

<http://www.customs.gov.au/site/page4351.asp>

**Guide for Travellers -**

<http://www.customs.gov.au/webdata/resources/files/GuideforTravellers-WEB2.pdf>

## Various other information on living in Australia

<http://www.studyinaustralia.gov.au/Choice/live-in-australia>

<http://www.studyinaustralia.gov.au/Choice/why-australia>

## Accommodation Options in Australia whilst studying with Choice Business College

### Choosing Where to Live

Most students want to live within walking distance of the campus but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

### Whilst studying with the college your accommodation options are:

#### Homestay

The Homestay experience helps visiting students absorb and understand Australian culture & customs while studying here. It is a cultural exchange between the local host (homestay) family and the visiting international student, who lives with the homestay family while studying in Australia

**Australian Homestay Network (AHN)** is Australia's largest and most recognised homestay provider.

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

**Eastern Shores International Homestay** is an established accommodation service offered to education providers and International students.

<http://www.esinternational.com.au/>

#### Renting

Renting a property is when you enter into an Agreement with a 'Landlord' to reside in a property; you can either live in a property as a single or share or have flatmates (perhaps other students). There are several websites you can look at for choosing a rental property:

- [www.realestate.com.au](http://www.realestate.com.au)
- [www.domain.com.au](http://www.domain.com.au)

- ‘ [www.gumtree.com.au](http://www.gumtree.com.au)
- ‘ [www.reiq.com](http://www.reiq.com)
- ‘ [www.raywhite.com](http://www.raywhite.com)
- ‘ [www.stayz.com.au](http://www.stayz.com.au)

## Bringing Family

Most student visas allow you to bring your family members to Australia as your dependants (check your individual circumstances DIBP website). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

### Issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them. Before making a decision to bring your family to Australia it is important to consider the following issues:

- ‘ The cost of airfares for your family to and from Australia;
- ‘ Possible higher rent for a larger home;
- ‘ Limited employment opportunities for your spouse;
- ‘ Extra costs for food, clothing and other necessities;
- ‘ The effect on you and your studies if your family is not happy in Australia;
- ‘ Whether your children will adjust to school in Australia;
- ‘ Waiting lists for child care centres; and
- ‘ Whether to come alone to Australia first and arrange things for your family or to all come at the same time.

For more information visit: <http://www.australia.gov.au/>  
<http://www.studyinaustralia.gov.au/Choice/australian-education/bringing-your-children>

### Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school.

### **Schools:**

If you would like to bring your children to Australia with you; it is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia.

### **Search for a state or private school in the area.**

<http://www.australia.gov.au/information-and-services/education-and-training/school-education>

## **Overseas student health cover (OSHC)**

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

**YOU MUST HAVE OSHC TO BE ABLE TO STUDY IN AUSTRALIA FOR THE ENTIRE DURATION OF YOUR COURSE.**

### **How do I get OSHC?**

Students will be able to purchase OSHC through the college at the enrolment stage. Students can also purchase their OSHC through their Education Agent or contact us directly; however, evidence will be required during enrolment that students have sufficient cover.

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider.

Depending on the institution you will be attending you will be required to join one of these four registered health funds. You may choose to change your health fund at anytime, but will need to abide by the conditions of change of the health fund provider you are leaving.

CBC Preferred OSHC Provider is **BUPA OSHC**: [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)

Some students may be exempt from enrolling in the OSHC such as students from countries

where Governments may have Reciprocal Health Agreements for students in Australia. Note: only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

**Further information on OSHC can be found at:**

<http://www.health.gov.au/internet/main/publishing.nsf/Content/health-privatehealth-consumers-ovc.htm>

**OSHC FACTSHEET (Australian Government)**

<https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf>

**Comprehensive Questions and Answers**

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

**Australian laws and travel tips**

<http://australia.gov.au/topics/law-and-justice>

<http://australia.gov.au/topics/immigration>

<http://australia.gov.au/topics/tourism-and-travel>

<http://australia.gov.au/topics/tourism-and-travel/state-tourism-and-travel-links>

**STUDYING WITH CHOICE BUSINESS COLLEGE**

**CURRENT COURSES AVAILABLE TO INTERNATIONAL STUDENTS**

**Overview**

To compete in today's business world, you need essential experience, knowledge and understanding. More than ever, you need to demonstrate the essential skills in order to pursue the career you want.

Enhance your career prospects with the Choice Business College and gain a competitive edge with the skills you gain from this nationally and CRICOS recognised qualification.

## Qualifications at Choice Business College

Course Code	Course Name	Course Duration Weeks
091573J	Advanced Diploma of Accounting	48
090722J	Advanced Diploma of Business	44
090723G	Advanced Diploma of Leadership and Management	49
089456K	Certificate III in Business	31
093031A	Certificate III in Commercial Cookery	46
090833B	Certificate III in Spoken and Written English	27
090724G	Certificate IV in Accounting	40
089455M	Certificate IV in Business	29
093032M	Certificate IV in Commercial Cookery	75
090721K	Certificate IV in Leadership and Management	30
093021C	Certificate IV in New Small Business	28
090834A	Certificate IV in Spoken and Written English - Further Studies	22
090725F	Diploma of Accounting	40
089457J	Diploma of Business	30
094319K	Diploma of Hospitality Management	62
093033K	Diploma of Human Resources Management	32
089458G	Diploma of Leadership and Management	49
093020D	Graduate Diploma of Strategic Leadership	52

CBC only delivers our courses face to face a minimum of 20 hours per week

Students must attend a minimum of 20 hours of classes per week or as per your timetable.

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study please refer to the individual course marketing material found on our website [www.cbc.edu.au](http://www.cbc.edu.au)



## COURSE CREDIT/RECOGNITION OF PRIOR LEARNING

***‘Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.’***

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student's course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL).

Choice Business College requires students to complete the *Application for Recognition of course credit/RPL form* for assessment by the relevant trainer. Evidence is required to substantiate previous knowledge/qualifications.

Choice Business College may require students to complete an assessment to demonstrate competency. If Choice Business College grants the student course credit/RPL which leads to a shortening of the student's course before the student visa is granted, the COE will indicate the actual net course duration for the course.

If course credit/RPL is granted after the student's visa is granted, any change of course duration will be reported to DET via PRISMS within 14 days after the event as specified under Section 19 of the ESOS Act.

For further information about Course Credit please ask for a full copy of our *Course Credit Policy*.

## General Entry requirements:

### ENGLISH:

- ‘ English proficiency level requirement: IELTS 5.5 or equivalent;
- ‘ Or at the discretion of the CBC Manager.

### ACADEMIC

- ‘ Provide evidence of a Vocational Education/university Certificate (Australian) of up to Cert IV or equivalent to Year 12 Academic qualification
- ‘ Or at the discretion of the CEO/Compliance Manager.

**NOTE: Every application is individually assessed**

## General information on Campus

### TIMETABLES

Students will be able to access their timetable of classes after enrolment via Reception. Please ensure you check your timetable details as this will allow for planning for your days before you start your course and /or when the course commences. These timetables are subject to change and students are advised to contact their trainer to stay up to date with the course timetable changes and important dates.

### PHOTOCOPYING AND PRINTING SERVICES

Photocopying and printing services are available from reception at CBC for a small nominated fee or at Gold Coast Libraries on a user pay basis using your Student Card.

### DRESS CODE

Students are requested to wear neat, clean and appropriate clothing and footwear at all times. In addition, you may be required to wear specific items in accordance with your area of study or work health and safety rules.

### PRIVACY POLICY AT CBC

Choice Business College respects your privacy and has recognised rules to ensure that your personal information is protected. The privacy policy ensures personal information is

collected, stored, used and disclosed under strict guidelines to prevent it from being misused or passed on without your permission. Choice Business College adheres to the Information Privacy Act 2009 (QLD) and the Information Privacy Principles. If you have any concerns, please contact reception who will advise you in due course.

## LEGISLATION AND POLICIES

### CURRENT CRICOS legislation

- [Education Services for Overseas Students Act 2000](#)
- [Education Services for Overseas Students Regulations 2001](#)
- [National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007](#)

## Legislation Information for International Students

The *Education Services for Overseas Students Framework (ESOS)* that includes the *ESOS Act 2000*, *ESOS Regulations* and *National Code* and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and also help ensure students meet student visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further information on Australian Legislation and how it affects International Students visit:

<https://docs.education.gov.au/node/39586> (ESOS FRAMEWORK STUDENT FACT SHEET)

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx>

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

## VISA INFORMATION

<https://www.border.gov.au/Trav/Visa-1/500->

**Working in Australia Student Visa:** If you have been granted a Student Visa on or after 26 April 2008, you will already have permission to work automatically included with your visa. DIBP (Department of Immigration and Border Protection) has set a broad definition of work that includes both unpaid and paid work. There are restrictions on the number of hours you can work, and it is important that you are aware of the relevant conditions: visit the DIBP website for information: <http://www.immi.gov.au/immigration/>. DIBP and the Australian Taxation Office (ATO) monitor this very carefully. If you are found breaching their work conditions, this will lead to mandatory cancellation of your Student Visa.

**Working Holiday Visa:** All Working Holiday Visas must be obtained overseas – Working Holiday Visa holders must make sure that they abide by the rules of this Visa.

**Tourist Visa:** Tourist Visa holders are not permitted to work in Australia. \*Note: It is important that you be aware of the relevant visa conditions; visit the DIBP website for information:

<https://www.border.gov.au/>

**Tax File Number:** Once you have your permission to work, you should obtain a Tax File Number (TFN). A Tax File Number (TFN) is a number issued by the Australian Taxation Office (ATO). Each TFN is unique to a particular person, and only one Tax File Number is issued to you for life. It will not change under any circumstances (e.g. if you return home overseas, move interstate, change jobs, change your name in any way, have investments, or claim government benefits).

**To work in Australia** - you should have a TFN, and you will be required to supply this number to your employer for income tax purposes. Please note that it may take more than a month to get the TFN once you have applied; if you have not received it within 28 days, phone the Tax Office during office hours. You must allow for this before you start working. To apply for a TFN - you must complete a Tax File Number - application or enquiry for individuals' (NAT 1432). Visit the ATO website for online ordering. You may also apply through the 'Online Individual

Tax File Number (TFN) Registration'. Please ask for a copy of step-by-step instructions for this process at the reception. Visit the ATO website for information: <http://www.ato.gov.au>

## TRANSPORT

<http://translink.com.au/>

### Taxis - 131 008

If you have chosen to be with a home stay family, please discuss your transport options with them before you arrive for pick up from airport or college.

Students who have chosen to stay in an apartment accommodation and /or other rental properties will need to make their own travel arrangements to and from class. A number of local companies in each CBD operate bus services to and from your surrounding area. You can access time tables and information using the following website: [transinfo.qld.gov.au](http://transinfo.qld.gov.au)

Your Student ID card will give you a discount on the bus and train. Visit the TransLink website [www.translink.com.au](http://www.translink.com.au) for detailed information on travel routes, timetables and tickets.

## HEALTH AND EMERGENCY SERVICES/ VISA MATTERS/ LEGAL SERVICES/ AND COUNSELLING SERVICES

Emergencies Phone: Ambulance / Fire Brigade / Police 000 (triple zero) phone number is to be used in an EMERGENCY ONLY for those who find they are in need of an Ambulance, Fire Brigade or Police immediately in sudden, distressing circumstances. Phone: **000**

Gold Coast	Sydney	Melbourne
<b>Gold Coast University Hospital</b>	<b>Royal North Shore Hospital</b>	<b>The Royal Melbourne Hospital</b>
1 Hospital Boulevard Southport QLD 4215 <b>1300 74 4284</b>	Reserve Road, St Leonards, NSW 2065 <b>(02) 9926 7111</b>	300 Grattan St, Parkville VIC 3050 <b>(03) 9342 7000</b>

### Other public hospitals in Australia

<https://www.myhospitals.gov.au/search/hospitals>

**Visa Matters** You can talk to the Department of Immigration and Border Protection (DIBP) about your visa or other immigration matters. Phone: 13 18 81

**Legal Services** <http://www.australia.gov.au/content/legal-aid>

**Other community based counselling services include:** lifeline – Child, Youth and Family Counselling 24 hour telephone counselling is available. Face to Face counselling is available by appointment. Counselling support is provided for couples, families & individuals suffering crisis & emotional distress. Phone: 13 11 14 Website: [www.lccq.org.au](http://www.lccq.org.au) Relationships Australia (Relationship Counselling and Gambling Help) Addiction, Financial & Family Relationship counselling & Medication is available to everyone. Phone: 1300 364 277 Website : [www.relationship.com.au](http://www.relationship.com.au).

**Salvation Army** Offering support and counselling. Phone: 130 36 36 22

## **BANKING**

To open a bank account you will need to show your passport at the Bank. You do not need large amounts of money to open a bank account in Australia. Banks are open between 9:30am to 4:00pm Monday to Thursday and 9:30am to 5:00pm Friday. Automatic Teller Machines (TMS) are everywhere in Australia and you can use them 24 hours per day. Remember to CLOSE your bank account before you return to your home country.

## **TRANSLATING AND INTERPRETING SERVICE (TIS)**

The Department of Immigration and Border Protection (DIBP) provides the TIS National interpreting service for people who do not speak English and for English speakers who need to communicate with them. TIS National has more than 30 years of experience in the interpreting industry, and has access to over 1300 contracted interpreters across Australia, speaking more than 120 languages and dialects. TIS National is available 24 hours a day, seven days a week for any person or organization in Australia requiring interpreting services. Phone: 131 450 Website: <http://www.immi.gov.au/living-in-australia/help-with-english>

## **Student Support Services at CBC**

Choice Business College is here to support all international students to adjust to study and their new lives in Australia. The staff at CBC is encouraged to help the students to achieve their learning goals and make satisfactory progress towards meeting the learning outcomes of the course in which they are enrolled.

The support services include complaint and appeals procedures, course progress, attendance requirements, accommodation issues, counselling and orientation program.

Within Choice Business College, a team of designated Student Support Officer is appointed to ensure successful adjustment by students to life and study in Australia and assist in the resolution of student problems that could impede completion of their studies.

## **POLICIES & PROCEDURES TO BE PROVIDED TO INTERNATIONAL STUDENTS**

### **Student Code of Behaviour / Rules**

1. Choice Business College prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course
2. Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.
3. Students must follow the directions of their teacher/trainer at all times
4. Students are required to wear appropriate safety clothing and use equipment safely
5. Students must not use inappropriate or offensive language, signs or gestures
6. Violent behaviour will not be tolerated.
7. Weapons cannot be carried onto the College premise
8. Racist behaviour will not be tolerated
9. Sexual harassment will not be tolerated
10. English is to be spoken during class at all times
11. Fees must be paid as per the due date on the agreement/invoice
12. An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, Choice Business College accepts no responsibility for personal property lost or stolen

13. Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
14. No aggressive physical contact or verbal abuse is to occur between any persons at any time.
15. Smoking is not permitted inside training facilities, Australian Law must be followed
16. Drinking alcohol is not permitted inside training facilities.
17. Eating or drinking is not permitted in any space other than the designated areas.
18. Clothing and behaviour should be appropriate and not cause offence to anyone.
  
19. Students are expected to be genuine/bona fide students in Australia to study and complete their course/qualification and therefore must attend class and progress in their course. *Refer our Course Progress and Attendance Policies for further details.*
20. Students MUST have overseas health cover for the entire period of their study.

All disciplinary matters will be handled by the Director and/or CEO.

## Adjusting to Australian Culture

**Greetings and goodbyes**—most people say “Hello” or “Hi”. In a more formal situation say “Good morning, “Good afternoon” or “Good evening”.

When you leave friends say “Bye” or “See you later” or “Cheers”. In a more formal situation say “It was nice to meet you” or “Goodbye”.

**Potluck and bring a plate**—if an Australian invites you for a ‘potluck’ meal at their home this means everyone brings along some prepared food to share with all the guests. Or they might ask you to ‘bring a plate’. This also means you bring some food. Don’t bring an empty plate!

**Smoking**—Smoking has become less acceptable because of the health risks. You cannot smoke in any public building. People go outside if they want to smoke. If you want to smoke, ask people around you “Do you mind if I smoke?”

### What you can do to help communication:

1. Speak as clearly as you can not too quickly.
2. Do try to speak even if you make mistakes. Don’t keep quiet because your English is not perfect just explain that you’re learning English. Most Australians are very understanding of this and want to be helpful.



3. Ask people to speak more slowly or repeat something.
4. Improve your English by taking every opportunity to talk. The more you speak the more fluent you will become.

**Safety when out and about:**

1. Always let your host family or someone know where you are going and at what time you will be back.
2. Think about your surroundings when walking or jogging. Try to stay in public places that are well lit at night and avoid walking through parks or alleys in the evenings.
3. Always walk confidently and briskly when walking alone.
4. Arrange to come home with friends or to be picked up when going out in the evenings.
5. When jogging or walking go against the traffic so that you can see approaching vehicles.
6. If you think you are being followed, go as quickly as possible to a public place where there are lots of people around and call the Police immediately.
7. Cover up any expensive looking jewellery and keep cell phone out of sight when not in use.

**Money:**

1. Try not to carry large sums of money with you.
2. When withdrawing cash from an automatic teller machine (ATM) make sure it is not in a dark or isolated location.
3. When using your EFTPOS card make sure no one sees you entering your personal identification number (PIN).
4. Don't count your cash in the view of other people.

**Enjoy your time at Choice Business College and if you have questions about anything please ask your trainer, or other CBC staff and they will help you.**

## Policies for your information

Please refer to our website for our current policies and procedures for your information on the following. If you need further clarification, please do not hesitate to contact us.

### NC Standard 3 - Refund policy

This refund policy is provided in full to all students prior to any payment being made and is contained IN FULL in the *Formal Student Agreement Contract*.

This refund policy applies to all fees paid to the College and includes any money paid to an education agent to be remitted to the College. However, **Education Agents are not authorised to collect money on behalf of the College. All fees should be paid directly to Choice Business College.**

*Any additional fees requested by an agent* should firstly be queried directly with the College before payment.

NOTE: Fees for additional services (not covered by the Letter of Offer of part of the agreement with **Choice Business College** conducted by and paid to Education Agents by students are not covered by this refund policy.

The application for enrolment fee of \$200.00 is non-refundable administration fee.

**Choice Business College** does not require the student to pay more than 50 per cent of tuition fees before a course starts, unless it is for a short course of 25 weeks or less.

**Choice Business College** can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

It is the policy of **Choice Business College** to ensure that all applications for refund of fees are considered.

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by **Choice Business College** for any reason. In this instance a refund will be made in 2 weeks.

An application for refund of course fees must be made in writing on the *Application for Refund Form* to **Choice Business College** stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

REFUND TABLE	
Unsuccessful Visa application	100% refund of <i>all unused prepaid fees</i> less \$200 administration fee
Cancellation of enrolment more than 20 days prior to commencement date.	85% refund of Tuition Fees paid less \$200 administration fee
Cancellation less than 20 days prior commencement date.	50% refund less \$200 administration fee
Cancellation after commencement date.	No refund
Visa cancelled due to actions of student	No refund
Course cancelled by Choice Business College (provider default)	100% refund

### NC Standard 8 - Complaints and Appeals Policy

This policy will be given to students before a contract is entered into **or** before an amount of money has been paid **whichever happens first**.

Written records of all complaints and appeals will be kept in detail on student files and provided to the student.

All Complaints and Appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution as soon as practicable.

Choice Business College Pty Ltd (CBC) will in the first instance always endeavour to resolve complaints/disputes informally.

Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

Choice Business College (CBC) is committed to dealing with complaints/disputes in a fair and timely manner.

- Where possible the complaint will be dealt with immediately by the Compliance Officer, Student Welfare Officer or teacher.
- Students and / or CBC staff may be accompanied and assisted by a support person at any relevant meeting.
- The formal complaints process will commence within 10 working days of CBC's receipt of a written complaint or appeal and supporting information.
- CBC will take all reasonable steps to finalise the process within 21 days from commencement or as soon as practicable. A written response, advising of the outcome will be provided.
- The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons of the outcome.
- If a student chooses to access CBC's complaints and appeals processes, CBC must maintain the student's enrolment while the complaints and appeals process is ongoing.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, CBC must immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.
- If the student is not satisfied with the result or conduct of CBC's internal complaints handling and appeals process, CBC will assist the student to access independent mediation at minimal or no cost to resolve the dispute.

- Nothing in the College's Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies.
- If a student is not satisfied with the result or conduct of our internal complaints and appeals process, the college must advise the student of his or her right to access the external appeals process at minimal or no cost.
- Students can contact the Overseas Student Ombudsman directly.
  
- The college is not required to continue to offer learning opportunities throughout the complaints or appeals process. The college can decide whether it will continue to offer learning opportunities throughout any appeals process. The college may decide to exclude a student from attending classes, but continue to provide work to complete outside of the classroom environment. The college acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.
  
- Any substantiated complaint will be acted upon. All complaints and appeals will be recorded in detail including the outcome of each stage.
- A complaint can be forwarded directly to the Administration desk/Front desk to be passed to the Compliance Manager to allocate the staff to investigate.
  
- CBC will not report a student for unsatisfactory progress or attendance until the student has been allowed to access our internal and **ONE** external complaints and appeals process. *Refer Monitoring Course Progress and Monitoring Course Attendance Policies and procedures.*
- CBC will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.
- For appeals on the college's decision to defer, suspend or cancel a student's enrolment, the college only needs to wait until the internal complaints/appeals process is completed (if in favour of the college) to notify DET/DIBP via PRISMS.

#### **ACADEMIC COMPLAINTS / APPEALS**

- Complaints/appeals against **academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.**
- Assessment will be reviewed having due regard to submissions made by the participant.

## STUDENT DECLARATION

**STUDENTS NOTE: You are required to return a signed copy of this page to Choice Business College with your enrolment application.**

**(From Student Handbook Version 4.0 Sep 2017)**

**I have read and understand all of the information contained in this International Student Handbook, the links provided and recommended websites.**

I am aware of the restrictions placed on my enrolment as I am on an International Student Visa, including:

- ‘ Completing the course within the duration specific on the CoE
- ‘ **Maintaining** satisfactory attendance and academic progress
- ‘ **Maintaining** approved Overseas Student Health Cover (OSHC) while in Australia
- ‘ Remain with my principal education provider for 6 calendar months, unless issued a letter of release from a provider to attend another institution
- ‘ Notify my training provider of my Australian address and any subsequent changes of address, phone, or email within 7 days.
- ‘ I am only allowed to work up to 40 hours per fortnight during school study periods.
- ‘ I have been provided with information regarding -
  - a. requirements for acceptance into a course, including the minimum level of English language required, academic qualifications or work experience required and whether course credit may be applicable
  - b. the course content and duration, qualification offered, modes of study and assessment methods
  - c. campus locations and a general description of facilities, equipment, and learning and library resources available
  - d. details of any arrangements with another registered provider, person or business to provide the course or part of the course
  - e. indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
  - f. information about the grounds on which my enrolment may be deferred, suspended or cancelled
  - g. a description of the ESOS framework made available electronically in this Handbook
  - h. Relevant information on living in Australia, including:
    - i. indicative costs of living
    - ii. Accommodation options; and
    - iii. Where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred.

**I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, visa conditions and policies** outlined in this handbook and the links provided.

I am aware of my obligation to pay all outstanding course fees and understand CHOICE BUSINESS COLLEGE will pursue outstanding fees under Australian Law.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

Name (please print): \_\_\_\_\_

**Unsigned declarations cannot be processed.  
Education Agents CANNOT sign on behalf of students.**

**PLEASE RETURN THIS SIGNED DECLARATION WITH YOUR ENROLMENT FORM AND RETURN TO:**

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