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Welcome to Barton International College (BIC)

Thank you for considering Barton International College (BIC) to assist you in achieving your aspirations and learning goals. BIC offers international students a range of ELICOS courses with hands-on practical and interesting teaching-learning approaches! Our team of friendly and dedicated staff is always ready to help you make your learning experience and stay in Australia a unique one.

To guide you through what is involved in studying with us, we have developed this Student Handbook. It sets out a range of policies and procedures that have been put in place to ensure that you receive consistent, high quality teaching and assessment. We aim to provide you with the best facilities, teachers and support services to ensure that your learning experience meets and indeed exceeds your expectations.

I trust this Student Handbook provides you with the information you need to make an informed decision about studying with us. We want you to feel a part of the dynamic community that is BIC. Please feel free to contact the Academic Manager if you have any questions.

Aaron Singh
Director
1.0 Barton International College

Vision: To be recognised as a leader in the delivery of high quality educational services to overseas students choosing to study English in Australia.

Mission: To strive at all times to deliver quality and innovative education with dedicated and experienced academic and support staff to meet our students needs and enable them to achieve excellence in a safe and supportive environment.

Values: Integrity, Empathy, Fun, Leadership, & Commitment

Barton International College (BIC) is a registered ELICOS provider ABN 44 605 772 692 located at Level 6, 72 Bathurst Street, Sydney, NSW 2000, a central location within the Sydney CBD.

When you study at BIC you can be confident that what you learn, and how you learn it, measures up to rigorous National Code Standards and ELICOS National Standards and meets all legislative requirements.

We offer accredited English language courses supported by a quality assured curriculum. We aspire to improve student satisfaction to encompass marketing, recruitment, orientation, teaching delivery, assessment, evaluation and support services.

The feedback that we receive from students, through sources such as questionnaires, completed course-end interview form, verbal complaints, are used to improve College procedures, policies and methods of operation. This information is also used to inform BIC about its learning materials, teacher performance, facilities and information services. We value student input so if you have a suggestion, please let us know.

This Handbook is available to all students looking to join us to commence studies that we are registered to deliver. Information for each course offered is available on our website and this Student Handbook should be read prior to your enrolment in the course. If you have any queries, please feel free to contact the Student Services Officer or Academic Manager.

1.1 Courses Offered

- General English delivered at six levels:
  - Beginner
  - Elementary
  - Pre-Intermediate
  - Intermediate
  - Upper Intermediate
  - Advanced

- IELTS Preparation
- English for Academic Purposes (EAP)
- Workplace English

Enrolment in these courses is made based upon the information and evidence you have provided as well as performance on the Placement Test. You must be able to supply evidence of your educational qualifications and passport.

1.2 Timetable, Assessment Dates

Please refer to the BIC notice board to have updated information on timetables and related information. Formative and summative assessments are made at scheduled points of the course.
1.3 Course Details, Fees and Online Forms

Fees are levied on all courses offered. Please refer to the fee schedule available on our website or contact the college for detailed current course fees containing up to date information.

BIC may update fees and charges from time to time and it is recommended that potential students refer to our website to ensure they obtain the most up to date information on fees and charges.

BIC may change your course-related fees during your course and the applicable refund policy will apply to the fees paid.

Application for Enrolment and all other forms required during your study at BIC are available on our website.

2.0 Accommodation

BIC is able to refer students to appropriate accommodation services at no additional cost but it is recommended that students organise their own accommodation arrangements for their stay in Australia. Where a relative or friend is able to provide accommodation that is close to transport and within access to the College, students would be encouraged to take this option. It is recommended that your accommodation arrangements be organised prior to your arrival in Australia.

The Customer Service Officer can provide information, advice and guidance on the types of accommodation services available to students prior to arrival in the case of a need to change arrangements whilst in Australia. The types of accommodation available in Australia are many and varied and brief descriptions of some of the options are listed below:

2.1 Home stay / Private Board

Home stay or private board is where you live with a family, a couple or single person in their own home. This is a common form of accommodation for international students.

There are many ‘Home stay Providers’ operating in Australia and the accommodation arrangement will vary from Full Board, Part Board, or Board in Exchange for work. The most common arrangements for home stay will usually consist of a furnished room, two or three meals per day and bills included except for telephone and internet. Some home stay providers may even do your laundry. The cost may be between A$170 - A$260 per week.

The family is generally chosen by the Home stay Provider which allow students an excellent way of settling into the country.

2.2 Hostels & Guesthouses

Generally these are temporary accommodation arrangements and are available from A$25.00 per day to A$400.00 per week. Prices will depend on shared facilities, meals provided, shared rooms, etc.

2.3 Private Leasing / Rentals

The rental market offers a wide range of housing options. Signing a lease on your own for an apartment, flat or house can offer you an independent lifestyle and privacy. You may also plan to stay in this property for the duration of your course.

It can however be very expensive if you choose to live by yourself, as you are solely responsible for the rental payments plus the connection fees for utilities and then ongoing bills. Generally tenants are responsible for connection and usage of water, electricity and gas. Tenants are also responsible for connection and payment of the telephone.

Rental prices vary according to the location and condition of the property. It can be useful to familiarise yourself with the average price of properties in the various suburbs around the Sydney. Rental costs are usually high in the CBD and surrounding areas with rent decreasing in the outer suburbs.

3.0 Personal Safety

BIC staff are committed to providing a safe, secure and supportive environment for our students. Security and personal safety is an important issue for everyone, and relies on all of us working together. When you are out and about it is important to be alert and aware of your personal safety. When attending the college:

Please contact the nearest member of staff if you:
Feel threatened or unsafe at any time on or off campus
Have concerns about someone else's behaviour
Are worried about someone harming themselves or someone else
Receive unwanted attention or communications
Please do not approach the person who is concerning you with their behaviour. Contact the nearest member of staff.
Visitors are not permitted onto the campus without the express permission from College staff

3.1 Attending evening or weekend classes
When travelling to the College be vigilant on public transport to the College, as streets can be quieter during evenings or on weekends.

- Park your car in a well-lit busy area and close to the building. Don't leave valuables visible in your car. Lock all doors and close all windows on leaving your car. Consider installing an immobiliser.
- Look outside before you exit the building. Check your car if you notice anyone hanging around, contact a member of staff or the police.
- Carry your keys in your hand for quick access to your vehicle.
- Pay attention to your surroundings. Look around! If things don't look right, go back inside the building and contact a member of staff or call the police.
- Always make sure there is someone else in the building that you know (staff, students, building attendant).
- Walk confidently with a purpose, and at a steady pace.
- Know the telephone numbers of the College and the Police (000).
- If using public transport, know your public transport timetable, to avoid long periods of waiting, especially if you are alone.
- When using public transport in the evening be cautious about using an iPod or other valuable equipment and when using your mobile phone try to speak quietly and in English so as to not attract attention.
- Create a buddy system for walking to parking lots or public transportation

If you are going out at night, remember to:

- Think ahead - consider how you are going to get home. What about pre-booking a taxi or arranging transport with a friend or family member?
- Never hitch-hike.
- Make sure that you stay with your friends and that someone knows where you are at all times.
- Make sure you have enough money to get home or to phone.
- Try not to carry your wallet in your back trouser pocket where it is vulnerable and in clear view.
- If you are socialising in a public place never leave your drink unattended. Read about Drink Spiking under 'Alcohol, Smoking and Drugs'.

For further information on public safety and advice on how to make your studying at BIC as enjoyable and safe as possible please refer to the Police Community safety website:

4.0 Emergency Contacts

Emergencies: Ambulance | Fire Brigade | Police 000
Lifeline for Counselling 13 11 14
State Emergency Service for storm, rain damage 13 25 00
RTA for traffic hazards, information, and driving licences 13 27 01
Work Safe for workplace incidents 13 23 60
Australian Health Management 24-hour Emergency Help 1800 006 745
4.1 Health Management 24-hour Emergency Help
Toll free any time any day. Please have your OSHC membership card handy when you call. The Emergency Service Help line is accessible 24 hours, 7 days a week and gives you emergency medical assistance stress and trauma counselling and an interpreter service.

4.2 Victims of Crime Helpline
Being a victim of crime can be a frightening experience with many short and long term consequences. If you are a victim of a crime and would like to speak to someone, please give them a call.

4.3 International Student Care Service (ISCS)
ISCS provides friendly and professional advice, information, support and referral to local services and community resources:
- crisis intervention and support in emergency situations
- information about accommodation and housing providers
- legal issues, health issues and social isolation

5.0 Free Legal Advice
Living and studying in an unfamiliar country can be challenging, particularly if something unforeseen happens such as being involved in an accident, being unfairly dismissed at work, being unfairly treated by your landlord/real estate agent, insurance issues, being the perpetrator or victim of a crime etc.

Whatever the case, Australia has flexible but very strict laws designed to protect its people, and as an international student you have access to legal services like any Australian citizen. Please make an appointment with the Student Welfare Counsellor for further advice about these matters or visit http://www.legalaid.nsw.gov.au or http://www.clcnswnsw.org.au to find the right legal aid to suit your need.

6.0 Banking & Money Matters

6.1 Bank Account
Overseas students can open a bank account in any bank of Australia. Most of them have branches in the CBD. You must show your student I.D. to get a discount on monthly bank charges.

6.2 Currency Exchange
Only Australian currency can be used in Australia. If you have not brought some with you but have some other currencies, you will need to convert it as soon as possible after arrival. You can do this at the airport or at any bank or currency exchange counter available in the CBD.

6.3 Electronic Transfers
You can transfer money into Australia by electronic telegraph or telegraphic transfer at any time. This is a fast option and will take approximately 48 hours, but the bank will charge a fee for every transaction.

6.4 ATMs
Automatic Teller Machines (ATMs) are located everywhere (including the airport) and you can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus Logo (if your ATM card has international access).
6.5 Credit Cards
All major international credit cards are accepted in Australia but you must remember that repayments to many of these cards can only be made in the country they were issued. Do not rely on being able to get a credit card once you arrive in Australia because this is very difficult due to credit and identification laws.

7.0 Facilities
BIC has suitable facilities and resources and provides support and guidance in all areas of a student’s life.

7.1 Classrooms
All classrooms are air-conditioned and furnished with appropriate classroom furniture and equipment for effective learning to take place. Some classrooms are equipped with computers and projectors.

7.3 Internet and Computer Access
Students are required to bring their own computers. There is shared access to computers and internet for student use within the College. This use is limited to ensure all students are able to use the facility. It will enable you to conduct research and access web based e-mails during College opening hours.

7.4 Workplace Health and Safety
BIC complies with all relevant Workplace Health and Safety legislation. All College staff will actively take steps to identify hazards that could cause harm to students in the learning environment. Where possible, staff will take action to remove or control these hazards, and will report the hazard to the appropriate on site personnel. Where practicable, students must take responsibility for their own health and safety and that of their fellow students. This means students must follow all safety rules, procedures and the instructions of College staff and advise staff of any hazards they identify.

7.5 Recreation & Self-Study Space
The College has recreation and kitchen space for students to relax and interact with others. This area is also used as a spot for information on social activities, rooms available to rent / share, and other general information. There is also a self-study area where students can access computers provided for use or to read.

8. Client Support Services
BIC is committed to the concept of ‘duty of care’ and shall provide a professional and confidential setting for the educational and developmental support of students as they pursue academic goals to attain academic success. This would also aid students as they explore personal growth whilst undertaking a course at BIC. This is in line with the ESOS Act 2000 and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

8.1. Academic issues
Students’ progress is monitored with guidance and support provided where non-satisfactory results of students are identified. In the event they need academic counselling, the following procedures are followed:
Speak with class teacher if it is about class academic concerns.
Request with Student Service Officer/Reception an appointment with the Academic Manager to meet before class (evening students) or after class (morning students).
The Academic Manager shall meet the student and if necessary seek the assistance of teachers or Student Services to
address the student’s concern.

8.2. Personal issues
Approach the Student Service Officer if you need the services of a qualified counsellor. The Student Services Officer or Academic Manager shall arrange the first session with the counsellor if you have personal concerns. All this would be treated in the strictest confidence.

8.3. Textbooks/Resource Materials
Students will be provided with the text books and practice workbooks for all the courses. Class exercises, handouts from additional texts as well as access to audio-visual resources are also provided to students.

8.4 Library Resources
There are some resources available for use by students. In addition, BIC has made arrangements with the WEA Library on the ground floor for students to use. Students wishing to borrow a book will need to leave a $100 cash deposit on top of any material fee for the courses. The $100 cash deposit is refunded on the book’s return. The book can be borrowed for a maximum of 2 weeks and a late return will incur a $2 per day penalty deducted from the paid deposit for the book. If the book is damaged, the full price of the book will be charged from the deposit to replace it with a new book in the library. The student can keep the damaged book.

8.5 Accommodation
BIC is able to refer students to appropriate accommodation providers and, if necessary, to discuss any issues or concerns a student may have with their accommodation arrangements.

8.6 Medical Issues
Student Services representatives can help you find medical professionals within access of the College. The NIB website has an up-to-date specialist referral listing for international students.

8.7 Social Programs
The Student Services representatives will organise social events that allow all students enrolled to mingle and socialise from time to time. These events may range from cultural and sightseeing events, to dinners, excursions and sporting events.

8.8 Airport Services
Please let us know if you would like BIC to arrange a pick-up service for you at the airport. There is a fee for this service. Please refer to our website.

9.0 Student Code of Conduct
Students are required to follow all rules of the College and the instructions from staff representing BIC. Students are required to act in a non-discriminatory manner at all times and respect the rights of other students, staff and visitors. Students are also required to adhere to academic rules and regulations as directed by the College or its representatives. Where a student is found to have acted in a way that the College deems to be misconduct, the College may implement disciplinary action in the form of suspension or cancellation of a student’s enrolment. The purpose of the Student Code of Conduct is to ensure that there is a peaceful and conducive study and work environment at BIC for all students and staff. The Student Code of Conduct applies to all students of the College, across all courses.
Student rights:
All students have the right to:
• Be treated fairly and with respect by College staff and other students
• Learn in an environment free of discrimination and harassment
• Learn in a supportive and stimulating environment to pursue their goals
• Have access to counselling if desired or required. Students are required to make an appointment with the Student Welfare Counsellor.
• Privacy concerning records that contain personal information, subject to statutory requirements be given information about assessment procedures at the beginning of the subject/competency/module and progressive results as they occur
• Lodge a complaint without fear of retaliation or victimisation

Student responsibilities:
• all students have a responsibility to:
• treat other students and College staff with respect and fairness
• follow any reasonable direction from a member of the College
• refrain from swearing, drinking and eating in classrooms and other learning areas
• behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing the College's or other student’s property
• behave responsibly by not being under the influence of drugs and alcohol
refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes
attend all scheduled classes
• do all assessment tasks and examinations honestly, and not engage in plagiarism, collusion or cheating
• follow normal safety practices, including wearing approved clothing and protective equipment, where required, and following both written and verbal directions given by the College staff
• not to behave in a way that would offend, embarrass or threaten others
• comply with all lawful regulations, rules or procedures of the College that pertain to them
• students are required to make payments according to their payment plan. Late payment will incur a penalty. Please refer to the ‘Late payment Policy’ given in this Handbook

Breach of Conduct
A Student breach of conduct occurs when a student behaves in a manner described below:
• assaults, attempts to assault or threaten a person on the BIC premises
• acts contrary to Equal Opportunity practices of the College which is committed to the prevention and elimination of discrimination on the grounds of:
  • age;
  • impairment;
  • industrial activity;
  • lawful sexual activity;
  • marital status;
  • physical features;
  • political belief or activity;
  • pregnancy;
  • race;
  • religious belief or activity;
  • gender;
- status as a parent or a carer;
- personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes
- disobeys or disregards any lawful direction given by an officer of the College
- acts dishonestly or unfairly in connection with an examination, test, assignment or other means of assessment conducted by the College
- deliberately obstructs any teaching activity, examination or meeting of the College engages in any conduct or activity prejudicial to the management and good governance of the College
- wilfully damages or wrongfully deals with any College property
- attends the College whilst under the influence of alcohol or affected by drugs
- carries or uses items such as firearms, knives, syringes, etc. as a weapon
- fails by or within the agreed required date or period, to pay any fee or charge payable to the College
- fails to comply with WH&S regulations or wilfully places another person in a position of risk or danger
- constantly interrupts class time through the use or presence of mobile phones and pagers
- uses abusive language

10.0 Access and Equity

Staff will treat every student fairly and without discrimination. The College has a complaint procedure in place to ensure all student concerns are dealt with immediately and appropriately (refer to the Complaints and Appeals Policy and Procedure on the website). BIC acknowledges its legal obligations under the following legislation:
- The Racial Discrimination Act 1975
- The Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Services Act 1993
- Age Discrimination Act 2004
- Anti-Discrimination Act 1997
- Occupational Health & Safety Act 2000
- ESOS Act 2000


BIC fosters equality and access in a class environment that is fair and conducive to learning at all levels. Our teaching services are available to all participants regardless of ethnicity, gender, age, marital status, and sexual orientation, physical or intellectual impairment.

Events of major cultural importance will be acknowledged and allowance will be made for the observance.

We undertake to:
- Promote access to teaching for all people regardless of gender, socio-economic background, disability, ethnic origin, sexual orientation, age or race.
- Ensure teaching services are delivered in a non-discriminatory, open and respectful manner.

Train all staff members so that they are appropriately skilled in access and equity issues.

If a student experiences any harassment or discrimination please follow our Complaints and Appeals policy. Should the Student Services Officer be unavailable students can contact the Academic Manager. The College provides equal opportunity in employment and education.

Our Access and Equity Officer is the Principal Executive Officer (PEO). If you believe you have been treated unfairly please contact the PEO for assistance.
11.0 Privacy Policy
In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students. Except as required under the Australian Quality Training Framework (AQTF) Standards for Registered Training Organisations, Government Contracts or by law, information about a student will not be disclosed to a third party without the written consent of the student.
Access by students to their personal records is available upon written request to the Principal Executive Officer.

12.0 Photocopy and Scanning Services
The college photocopy and scanning services are made available to all BIC students at prevailing student rate during office hours.

13.0 Cheating & Plagiarism
In Australian education, cheating and plagiarism are considered to be the same as theft. When you are using sources such as a book or website, you must cite the source in your work. Copying another student’s work is not acceptable under any circumstances. Students submitting the same work will be penalised. Students can work independently or in groups depending on the Assessment requirement or instructions.

14.0 Appeals against Assessment Decisions Policy
If you do not agree with an assessment decision, or believe that you have been treated unfairly, you may appeal. The first step is to discuss the matter with the teacher who marked your assessment. If you still do not agree with the assessment, you are able to request a re-assessment.

Students who wish to lodge an appeal and request re-assessment
The Academic Manager will arrange for a different teacher to mark the assessment.
If the student is still dissatisfied with their result, the Academic Manager will review the assessment task.
If agreement has not been reached the matter will be referred to an independent external person or panel acceptable to all parties, with expertise in the area concerned.

The complainant will be notified of the outcome of their appeal in writing from the Academic Manager within 10 working days from the date of appeal.

15.0 Late payment policy
Students are provided the payment instalment plan at Orientation and are expected to pay by the due date. Any late payment will incur a $100 per week penalty.

16.0 Issue of certificates
BIC reserves the right to withhold any certificate of qualifications achieved by the student, if student fees remain outstanding.

17.0 Deferring, Suspending or Cancelling an Enrolment
BIC will only grant a deferral of commencement of studies, temporary suspension of studies, a cancellation or release of studies:
• if there are compassionate or compelling circumstances and BIC recognises that unforeseen circumstances may necessitate temporary interruption to a student’s study
• where an intervention strategy is in place
Applications must be received prior to the study period start date

Deferral of commencement or suspension of enrolment will not be granted after the event, unless there are unusual circumstances e.g. the student has to return home at short notice for urgent medical attention and is unable to apply for a suspension before returning home, unable to contact BIC due to a car accident

A student’s enrolment may be temporarily suspended for a period of 28 days. If longer then the student must return to his/her country, unless compassionate and compelling circumstances exist.

Students can only temporarily defer their enrolment for a maximum period of six months.

Any deferral or suspension of enrolment for any length of time may impact the student visa. If the enrolment is suspended or deferred for more than six months, the student visa may be cancelled by DIBP

If the request is denied for deferral / withdrawal or release then the student may appeal the outcome in accordance with BIC Complaints and Appeals policy.

BIC will inform the Secretary of the Department of Education and Training via PRISMS of all successful deferrals and the suspension or cancellation of students under the ESOS Act.

BIC may initiate a suspension or cancellation of studies for a student on the grounds:
- Course fee unpaid
- Misbehaviour by the student. Suspension may occur as a result of any behaviour outlined in the Student Code of Conduct Policy
- Unsatisfactory course progress
- Unsatisfactory attendance

Procedure

Students wishing to defer the commencement of studies or cancel or temporarily suspend their studies should apply to do so in writing to BIC

Students should fill out the student deferral, suspension, cancellation form available on the College website

BIC will only grant a deferral of commencement of studies, temporary suspension of studies or a cancellation of studies if there are compassionate and compelling circumstances or as a result of student misbehaviour

Students will be informed in writing that the deferral of studies, the suspension of studies or the cancellation of studies will be notified via PRISMS and may affect the status of their student visa

Where BIC intends suspending or cancelling a student's enrolment, where it is not at the student's request, the student must be informed they have 20 working days from the date (after two days of issuance) to access the College Complaints and Appeals process. If the complaint and / or appeal is not upheld, or the student withdraws from the complaint / appeals process, then BIC must report the student to DIBP. The suspension or cancellation of a student's enrolment cannot take effect until the appeals process is completed unless there are extenuating circumstances relating to the student’s welfare.

Student initiated deferral of commencement or suspension of enrolment will not, unless there are unusual circumstances (as outlined in the policy above), be granted after the event or if it was taken by the student without authorisation.

If a student advises BIC that s/he no longer wishes to be enrolled in the course, the College will advise the Secretary of DIBP via PRISMS and the CoE will be cancelled.

If a student indirectly cancels their enrolment through their conduct, BIC will follow the same procedure as above.

Notwithstanding that a student has advised of their intention to cancel, (directly or indirectly) the DIBP policy will apply to any assessments undertaken prior to the cancellation.
17.1 Student Initiated Deferral
A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to Defer, Suspend or Cancel Enrolment' form and submit it to the Student Services Representative.

Please Note: Where a deferral is granted to an overseas student, a new Confirmation of Enrolment (COE) will be issued. In this event there will be an administration fee of $250 payable to Barton International College.

If an overseas student withdraws from the course after deferment then the commencement of the first COE issued will be considered while implementing the refund policy.

The letter confirming the outcome of the application should be sent by the College within 10 working days from the date of the application received.

17.2 Student Initiated Suspension
Students wanting to suspend their studies are required to complete an 'Application to Defer, Suspend or Cancel Enrolment’ form and submit it to a Student Services representative.

Applications for suspension will only be approved if all fees due are paid and books on loan have been returned along with keys and any other College equipment or material.

The College is only able to temporarily suspend the enrolment of an overseas student on the grounds of compassionate or compelling circumstances. These circumstances could include but are not limited to:
- serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible, a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
  - where the College is unable to offer a pre-requisite unit
  - inability to begin studying on the course commencement date due to a delay in receiving a student visa

Overseas students are therefore required to provide evidence of the compassionate or compelling circumstances in their application (i.e. a medical certificate or police report, etc.). A medical certificate needs to explain why the student cannot attend classes and cannot do assessments. The diagnosis alone is not enough.

Where a suspension is granted, there may be implications involved for an overseas student’s capacity to complete the course within the expected course duration. If the College considers a student is at risk of not completing their course within the expected duration, the College might extend their Confirmation of Enrolment (COE).

A fee is charged for a suspension of studies based on the following formula:

$250 + tuition fee for the duration the deferral and suspension is requested

The letter confirming the outcome of the application should be sent by the College within 10 working days from the date of the application received.

17.3 Student Initiated Cancellation
Students wishing to cancel their enrolment must complete an ‘Application to Defer, Suspend or Cancel Enrolment’ and submit it to Student Administration.

Overseas students wishing to cancel their enrolment prior to completing 6 months of study in their principle course must provide a Letter of Offer from an alternative provider. This is required under Standard 7 of the National Code and further
information can be gained from the 'Transfer between Providers Policy and Procedure' on the BIC website. The letter confirming the outcome of the application should be sent by the College within 5 working days from the date of the application received. Any outstanding tuition and other fees must be paid and up to date.

17.4 Provider Initiated Deferral
The College may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the College deems necessary to cancel the course.

17.5 Provider Initiated Suspension
BIC has the right to suspend a student's enrolment on the grounds of misbehaviour. This misbehaviour may include but is not limited to acts of discrimination, sexual harassment, vilification, or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories:
- Academic Misconduct
- General Misconduct

17.6 Provider Initiated Cancellation
Where the student's misconduct is severe, the College has the right to cancel their enrolment. Such students are given 20 working days to access the 'Complaints & Appeals Policy and Procedure.' Failing an appeal, overseas students are then reported to the DIBP.
Please note: where the Student breaches Barton International College policies no refund is payable.

18.0 Refunds Policy
Please note that Government Legislation requires tuition fees to be refunded if:
- The course does not start at the agreed starting date which is notified in the Letter of Offer
- The course stops being provided after it starts and before it is completed
- The course is not provided fully to the student because the college has a sanction imposed by a government regulator
- If the course defaults, refunds will be granted in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001
  - Refunds under the above conditions will be paid in full to the student within 14 days of the course cancellation.
  - Barton International College (BIC) may arrange for another course, or part of a course, to be provided to students at no extra cost to the student as an alternative to refunding course fees. Where the student agrees to this arrangement, BIC will not be liable to refund the money owed for the original enrolment.
  - In the unlikely event that the college is unable to deliver a course you have paid for and cannot offer you a suitable alternative course and cannot refund your unspent prepaid tuition fees, the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

Refunds based upon student application
- All applications for a refund must be made by completing a 'Refund Application' form and submitting it with any supporting documents to the Principal Executive Officer. Refunds are processed and returned within 28 days after the Refund Application has been received.
- Full tuition fee refunds are made for:
  - visa refusal before course commencement
  - 4 weeks or more notice of cancellation
  - unused tuition fees will be refunded in the event of a student visa extension refusal
50% of tuition fees are refunded if the student cancels less than 4 weeks before course commencement.

Course commencement means the start of classes, as shown on the Letter of Offer. It is not the day the student arrives to begin classes.

No Refund is given on course commencement.

All refunds will be paid to the person named in the Letter of Offer unless BIC is advised in writing to pay the refund to someone else.

Refunds will be paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. The student will be provided with a written statement detailing how any refund amount has been calculated.

No refund is given if a student’s enrolment is terminated by the College for breaches of College regulations and visa conditions.

Please note:
Condition on refunds granted in the above mentioned circumstances:
- Refunds are related to payments made to BIC and not related to other fees paid such as Health Insurance or Course money collected by the Education agent on behalf of BIC and
- Where the student breaches their Visa conditions, no refund is payable and

There is no refund available on the Application Fee and Materials Fee

19.0 Complaints and Appeals Policy and Procedure

19.1 Barton International College (BIC) is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible to all stakeholders. In this regard, BIC shall:
- develop a culture that views grievances as an opportunity to improve the organisation and how it works
- set in place a grievance handling system that is client focussed and helps BIC to prevent grievances from recurring
- ensure that any grievances are resolved promptly, objectively, with sensitivity and in complete confidentiality
- ensure that the views of each complainant and respondent are respected and that any party to a grievance is not discriminated against nor victimised; and

ensure that there is a consistent response to grievances

19.2 A grievance can be defined as the expression of dissatisfaction with any aspect of BIC’s services and activities, such as:
- the enrolment, induction / orientation process
- the quality of education provided
- academic matters, including student progress, assessment, curriculum and award
- treatment of a person, handling of personal information, and access to personal records

This Complaints and Appeals Policy and Procedure is designed to ensure that BIC responds effectively to all cases of dissatisfaction.

19.3 STAGES

Where verbal or informal complaints are received, they can be discussed with the ELICOS Teacher and preferably resolved. Complaints about the organization can be directed to the PEO.

The ELICOS Teacher liaises with the PEO/AM. Each complainant has the right to have their version of events heard in the resolution negotiation and have an independent advocate present.

If a complaint is not resolved then the complaint is documented by the complainant using the Complaints & Appeals Form, which is available below and on the BIC website, in person at BIC reception or he/she can email their complaint to the
The formal complaints process commences within 10 working days of the formal lodgment of the complaint with supporting information and all reasonable measures are taken by BIC to finalize the process as soon as practicable. Complaints are investigated fairly and objectively with details of the investigation provided in writing to the complainant. The details will state the outcomes and reasons for the decisions made.

The PEO will resolve the matter to the satisfaction of both parties. A copy of all documentation, in particular the complaint and the outcome, is placed in the student's file, staff file or Continuous Improvement Register as appropriate (e.g. if a class is involved). A copy of the documentation is forwarded to the complainant.

Where the resolution requires a documented change to policies and procedures, the PEO shall ensure that the procedure for document change is followed with the appropriate records made.

In the event that a complaint is substantiated, BIC will take prompt and appropriate action to resolve the circumstances, and will immediately inform the student.

If the student chooses to access BIC complaints and appeals processes, BIC will maintain the student's enrolment while the complaints and appeals process is ongoing. Where BIC requires more than 60 calendar days to process and finalize the complaint or appeal, it will inform the complainant in writing as to why more than 60 calendar days are required; and provide the complainant with regular updates on the progress of the process.

In the event that the outcome of the complaint and/or appeal results in a change of enrolment status or duration for an international student, and/or if the international student withdraws from the complaints and appeals process, the Department of Immigration and Border Protection (DIBP) will be notified via PRISMS as soon as practicable.

19.4 APPEALS FOLLOWING UNRESOLVED COMPLAINTS

When a student is not happy with the outcome of a complaint, the following appeal process is followed. The appeal is discussed with the PEO. If this does not resolve the matter, then the appeal is to be documented and submitted to trigger mediation by using either a simple written letter or a copy of the Complaints and Appeals Form.

In the external appeal the PEO records the Student's dispute on the Register of Continuous Improvement and puts written notification on the student's file and organizes attendance by the student and BIC's representatives with Overseas Students Ombudsman (OSO). The OSO investigates complaints about problems that intending, current or former overseas students may have with private schools, colleges or universities (education providers) in Australia.

The OSO:
- provides a free service
- is independent and impartial, and does not represent either overseas students or private education providers
- can make recommendations arising out of investigations
- is a function of the Commonwealth Ombudsman

Contact details for the Ombudsman are:

Email: ombudsman@ombudsman.gov.au Website: http://www.oso.gov.au/
Call: Within Australia: 1300 362 072
Outside Australia: +61 2 6276 0111
Enquiries: Monday to Friday: 9:00 am to 5:00 pm
Postal: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601

An appellant may deliver their own version of the matter to the mediator and request a support person be present. The rules of alternative dispute resolution apply.
The matter should then consider the issues raised and attempt to resolve the appeal to the satisfaction of the appellant. All appeals of complaints that are found to be proven must be acted upon through the continuous improvement process to make systematic changes to prevent its recurrence.

The final agreement, achieved through the alternative dispute resolution process, is put into court orders, which bind the parties to the agreed resolution. There is no further appeal mechanism beyond this point. The student may always revert to common law.

Please note that at each step of the complaints and appeals process BIC will allow the student to make representation either orally or in writing prior to reaching a decision.

If the student has complaints that do not directly concern BIC but may affect their ability to achieve competency, they shall be referred to appropriate external support groups for assistance.

**Further action**

If a grievance still remains unresolved after the external appeal, the complainant may decide to refer the matter to the Department of Education and Training National Training Complaints Hotline on 13 38 73.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law.

Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, this procedure does not circumscribe an individual's rights to pursue other legal remedies.

**Record keeping and confidentiality**

A written record of all grievances handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties appropriate access to these records, upon written request to BIC.
19.5 Flow chart for Complaints and Appeals Policy & Procedure

STUDENT COMPLAINT

CLASS TEACHER

STUDENT SUPPORT OFFICER

COUNSELLOR

ACADEMIC MANAGER

STUDENT COMPLAINT

PUT COMPLAINT IN WRITING
(COMPLAINTS AND APPEALS)

MEET WITH

PEO

INDEPENDENT ARBITER & SUPPORT PERSON (FAMILY/FRIEND)

STUDENT STILL NOT SATISFIED

EXTERNAL APPEAL

Email: ombudsman@ombudsman.gov.au
Website: http://www.oso.gov.au/
Call: Within Australia: 1300 362 072
Outside Australia: +61 2 6276 0111
Enquiries: Monday to Friday: 9:00 am to 5:00 pm
Postal: Commonwealth Ombudsman, GPO Box 442, Canberra ACT 2601
20.0 International Students Living in Australia

Australia is a land of contrasts - sweeping golden beaches, coral reefs rich with marine life, tropical rainforests, mountain ranges, vast grazing lands and sparse deserts. One of the oldest continents, Australia is the only country to occupy an entire continent.

Surrounded by the Indian and Pacific Oceans, Australia has many animals and plants that are unique on the planet. The surface geology is typically old and flat, with a major mountain range stretching down the eastern coast and another mountain range in the north west of the continent.

Further information can be found from visiting the following website by the Australian government about living in Australia: Living in Australia (http://www.immi.gov.au/living-in-australia/choose-australia/index.htm)

20.1 Sydney

Sydney is the state capital of New South Wales. Sydney is famed as a world-class city, with a warm, sunny climate and its strong economy guarantees its place as the most popular choice for people moving to Australia.

Sydney is a large city with suburbs which are categorised into 4 areas; Sydney North, Sydney South, Sydney West, Sydney East. It has a population of 4.4 million

Further information on Sydney is available from www.visitnsw.com.

20.2 Climate

Sydney enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Sydney does not have a specific wet season - it can rain at any time of the year. Sports and other outdoor activities are possible at all times of the year.

20.3 Language

In Australia over 200 different languages and dialects are spoken including 45 indigenous languages. The most commonly spoken languages (other than English) are Italian, Greek, Cantonese, Arabic, Vietnamese, Hindi and Mandarin.

20.4 Public Transport

Information on Sydney transport destinations and schedules can be obtained from the information desks within Sydney airport.

Sydney trains website is http://www.sydneytrains.info/.

Sydney Buses is the name of Sydney's government buses and the website is http://www.sydneybuses.info/.

To buy a bus ticket, you need to go to a newsagency because buses often do not sell tickets on the bus.

To buy a train ticket, you need to go to a station.

The 7 Eleven convenience stores also sell tickets. When enrolling at the college, submit a passport photo so that the college can generate a student I.D. card for you. Use this student card to get a travel concession - a cheaper ticket.

20.5 Living Costs

The information in this section outlines the estimated cost of living for an international student living in Australia. When calculating the costs of living in Australia students should budget for accommodation, food, health care, transport, books, clothing and entertainment.

This is only a guide to the living costs in Australia and these expenses will vary depending on the student's lifestyle.

20.6 Accommodation Costs

Accommodation costs will vary from city to city and the following is an estimate of various types of accommodation in Sydney. Kindly refer to the website http://www.sydney.com/accommodation

21.0 International Students: VISA and Migration

21.1 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: www.immi.gov.au.

21.2 Migration Agents

A migration agent can assist you with 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 type of visa application.

21.3 Education Agents

Our College is responsible for the actions of our agents in the marketing of our courses. All Education Agents working on behalf of BARTON INTERNATIONAL COLLEGE have completed an Agent’s Agreement with us. We review the activities of Education Agents from time to time and if you are unsure of what is happening then you should give us a call.

It is unusual for you to have additional fee payments to be made to Education Agents once you have been accepted by our College in Australia. Should you be asked for additional fees please speak to the Principal Executive Officer at the College.

Before you make an application to study, our Education Agent must give to you the following information:

- Details on the College and its facilities, equipment and learning resources
- Course content, the qualification gained on completion, duration
- Teaching and assessment methods
- Details of any arrangements with other providers for recognition or completion of the course
- Course fees, refund conditions and other tuition expenses
- Living in Australia and the local environment of the relevant campus, including information about campus location, accommodation availability, and cost of living
- Course entry criteria including the minimum level of English language proficiency, educational qualifications and work experience required
- Visa requirements which must be satisfied by the prospective student including English language proficiency levels
- Conditions imposed on student visas including satisfactory academic performance and working rights and that the College will be required to keep a record of your academic progress
- The College’s requirement to report to relevant government authorities a student’s failure to meet their visa conditions relating to academic performance and attendance
- Withdrawal arrangements
- Admission procedures, credit transfers and the recognition of existing skills and knowledge policies and procedures at the College
- Internal and external complaint and appeals procedures; and
- Student support and welfare services

22.0 Tuition Protection Service for International Students

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider or
- Receive a refund of their unspent tuition fees
- In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider’s ‘default obligations’), the TPS will assist you in finding an alternative course or to get a
refund if a suitable alternative is not found

- The reforms aim to protect the considerable investment international students make in an Australian education, and to protect and enhance Australia's global reputation

- Some of the key features are:
  - A new national TPS which will replace a range of existing tuition assurance arrangements
  - A limit of up to 50 per cent of total tuition fees may be collected prior to student commencement (unless the course is 24 weeks or less).
  - Specified providers to keep initial prepaid fees in a separate account until a student commences study.
  - Student refunds will be based on unexpended tuition fees (rather than on total course cost as previously).
  - More details about these and related reforms can be found at www.aei.gov.au.

### 23.0 The Rules for International Students Studying in Australia

The following information describes the rules and policies that are in operation for international students – this is information on your rights and also your responsibilities.

#### 23.1 Education in Australia - the ESOS Framework

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding experience. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

#### 23.2 Protection for overseas students

As an overseas student on a student visa, you must study with us and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.dewr.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

#### 23.3 Your rights

The ESOS framework protects your rights, including:

(i) Your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider's agent.

(ii) Your right to sign a written agreement, called at BIC the Enrolment Agreement, with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.

(iii) Your right to get the education you paid for - the ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to deliver your course.

The ESOS Framework sets out the standards NSW education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know. The services that must be offered include:

(i) Orientation and access to support services to help you study and adjust to life in Australia

(ii) A Customer Service Manager for overseas students

(iii) How you can apply for course credit

(iv) When your enrolment can be deferred, suspended or cancelled

(v) What our requirements are for satisfactory progress in the courses you study

(vi) What support is available if you are not progressing well

(vii) If attendance will be monitored for your course

(viii) A complaints and appeals process
One of the standards restricts providers from enrolling transferring students prior to the student completing six months of his or her principal course of study.

23.4 Your responsibilities
As an overseas student on a student visa, you have responsibilities to:

Satisfy your student visa conditions
Maintain your Overseas Student Health Cover (OSHC) for the period of your stay
(iii) Meet the terms of the Enrolment Agreement with us
(iv) Inform us if you change your address
(v) Maintain satisfactory course progress
(vi) If attendance is recorded for your course, follow your provider’s attendance policy, and
(vii) If you are under 18, maintain your approved accommodation, support and general welfare arrangements. (viii)

For more information on studying in Australia, go to

(ix) Not default during your study at the college

An overseas student or intending overseas student defaults, in relation to a course at a location, if:

• the course starts at the location on the agreed starting day, but the student does not start the course on that day (and
• has not previously withdrawn); or
• the student withdraws from the course at the location (either before or after the agreed starting day); or
• the registered provider of the course refuses to provide, or continue providing, the course to the student at the location
• because of one or more of the following:
  • the student failed to pay an amount payable to the provider for the course;
  • the student breached a condition of his/her student visa;
  • misbehaviour by the student (Note: the student is entitled to natural justice.

Note: A student does not default for failing to start a course on the agreed starting day if he/she does not start that course
because the provider defaults in relation to the course at the location.

(x) The College is obliged to report your non-commencement of the course to Department of Immigration and
Border Protection if you fail to report to the College on the commencement date or fail to contact the College to make
other arrangements.

23.5 Student Visa Requirements – General Requirements
According to the Department of Immigration and Border Protection (DIBP) to be granted a student visa, you must provide
evidence that satisfies the entry requirements applicable to you and your country of origin. Assessment factors include
whether you have enough money, English proficiency, likely compliance with the conditions of your visa and any other
matters considered relevant to assessing your application. You will need to work through the local Australian Immigration
Office.
You will be required to also show that you meet the selection requirements for any of our CRICOS registered courses that
you are hoping to enrol in. These responsibilities must be maintained after your arrival in Australia but it is a requirement
that you are aware of these before you sign your enrolment form. Additional information on your visa issues is available
from your Education Agent but independent advice is available on the Department of Immigration and Citizenship Internet

23.6 Student Visa Requirements – English entry requirements
Please check the entry requirements for ELICOS courses as outlined on the BIC website.
23.7 Student Visa Requirements — Change of student Information

Upon arriving at the College you are required to advise us of your residential address and telephone number, Email Id and of any subsequent changes to these details. This is extremely important. It is your responsibility to inform the College in case of any changes in your contact details or information already collected from you such as address, email id, phone number, and passport details etc. You must inform the Student Services Officer immediately of the change. This is to ensure you receive important information, such as your course progress, fees receipts and visa situation. **Forgetting to inform the College of any change of contact details is a violation of student visa conditions and is not accepted by DIBP or the College as an excuse for not receiving important information sent to you by the College or the authorities.**

The College will communicate with you primarily through your email address. Please check your email account regularly to make sure you do not miss any important course related information and announcements. If your account is full, our messages might bounce.

Any changes in your contact details, need to be relayed to the college and the email is the best way to do so.

23.8 Student Visa Requirements — Overseas Student Health Cover

Australia has a very modern and efficient health care system. Overseas Student Health Cover (OSHC) is a type of insurance that allows you to use the Australian healthcare system and it covers the costs for any medical or hospital care which you or your dependents may need while studying in Australia. It will also pay for some prescription drugs and emergency ambulance transport.

If you are an international student studying in Australia, you must purchase an approved OSHC policy from a registered health benefits organisation - commonly referred to as a health fund - before applying for your visa. You will need to buy OSHC before you and your dependents come to Australia, to cover you and your dependents. You and your dependents will also need to maintain OSHC throughout your stay in Australia.

You can find out more about purchasing Overseas Student Health Cover at the website http://www.health.gov.au/privatehealth/osfaq/. The College can arrange this for you upon your request.

23.9 Student Visa Requirements — Monitoring Student Progress

All students are monitored by the respective teachers and Academic Manager to ensure that they are progressing through the program levels in the timeframe necessary for completing their course within the expected duration as specified on their Confirmation of Enrolment (CoE).

In the duration of students attending the course, both formative and summative assessments are made as per the schedule. Learners’ progress will be monitored through various strategies. These encompass:

- Weekly tests (short revision tests based on course work encompassing skills/topics covered). The progress of students will be tracked as they move through the course.
- Mid-Course Formative and Summative Assessments conducted per the schedule of work. The syllabus would provide the schedule.
- Weekly self-evaluation (to allow students to reflect on and evaluate their own learning)

Assessment and feedback provide the necessary indicators for student progress. The student is warned and/or counselled by the teacher if found to be at risk of failure. If a student is assessed as not achieving satisfactory course progress and/or at risk of not meeting satisfactory course progress requirements through progressive reviews, an intervention strategy will be assumed to assist the student to meet the timeframe. The teacher would identify possible reasons for low course progress and/or attendance and determine a remedial action plan with the assistance of the Academic Manager (AM) if appropriate.

This may include one or more of the following strategies:

- Teacher adapts resources or provides supplementary resources to support the student’s learning of unit/skill
• Teacher allocates the student to work with a mentor / buddy
• Teacher assists with issues which may be impacting progress
• Student can request to attend counselling sessions or AM can schedule counselling if he/she believes it is necessary
• Teacher/AM instructs student to re-sit assessment/ rework assignment
• Student may be advised on the suitability of the course enrolled (where appropriate) by AM.

23.10 Student Visa Requirements — Monitoring Student Attendance
A Monitoring Student Attendance Policy and Procedure is instituted for monitoring the attendance of students, identify those at risk, and ensure timely and appropriate intervention, thus enabling students to meet the attendance requirements for their course in accordance with Standard 11 of the National Code.
All students on a Student Visa are bound by the conditions of their visa to attend at least 80% of their scheduled classes, namely 20 hours per week for each term of study (National Code Standard 11.3.a).

Students with poor attendance will be issued warning letters and may be in danger of being reported to the Department of Immigration & Border Protection.

The Students Services Officer (SSO) identifies students at risk and any student who is absent for five days of scheduled classes is contacted by the SSO to ensure their safety. Those on student visas shall also be advised of the consequences of prolonged absence. If the student does not respond, the relevant Marketing Manager follows up with the student or their agent. Medical certificates and absences due to compassionate reasons are presented by students and discussed with the SSO and Academic Manager.

Where the overall attendance percentage is below the following levels, the associated action must be taken.

• If attendance is projected to fall below 90%

Actions:
  a. SSO informs Academic Manager (AM).
  b. SSO establishes phone contact with student.
  c. Unsatisfactory Attendance 1st Warning Letter (projected attendance below 90% is sent to student via student email address present on database (cc student agent), and notice of email sent to student via text message to student mobile. The student is required to make an appointment to see the SSO and / or AM for counselling within 7 days. If the student does not make an appointment within 7 days the Second Warning Letter – Unsatisfactory Attendance (projected attendance below 85%) is issued.
  d. Actions, results of meeting and counselling filed as a diary entry in the student database.

• If attendance is projected to fall below 85%

Actions:
  a. SSO informs AM.
  b. SSO establishes phone contact with student.
  c. Unsatisfactory Attendance 2nd Warning Letter (below 85%) is sent to student via student email address present on database (cc student agent), and notice of email sent to student via text message to student mobile. The student is required to make an appointment to see the SSO and / or AM for counselling within 7 days. If the student does not make an appointment within 7 days the “Intention to Report to DIBP – Unsatisfactory Attendance” is issued.
  d. Actions, results of meeting and counselling filed as a diary entry in the student database.
• If attendance is projected to fall **below 80%**

**Actions:**

a. SSO informs AM.

b. SSO establishes phone contact with student.

c. Unsatisfactory Attendance 3rd Warning Letter/Intention to Report to DIBP is sent to student via: Student email address present on database (cc student agent), and notice of email sent to student via text message to student mobile.

**Appeals**

Upon receipt of the Intention to Report to DIBP (ITR), the student has 20 working days to make an appeal using the Complaints and Appeals Form. If the student does not appeal, the student is reported to DIBP through PRISMS (after 20 working days) under Section 19 of the ESOS Act. If the appeal is unsuccessful, the student is reported to DIBP through PRISMS (within 7 working days) of the appeal's decision under Section 19 of the ESOS Act. During the process of the appeal student must continue attending classes.

**23.11 Student Visa Requirements – Dependent Children**

If you are to be accompanied by any school aged dependants and they are 5 years or over you are required to ensure that they are enrolled in a school. The options are enrolling in a Government or Private School. In both cases you will be required to pay the required fees.

**23.12 Student Visa Requirement – Working whilst studying**

You can only work a maximum of 40 hours per fortnight whilst you are in Australia on a Student Visa. Your course does not include any work as part of your study. You are here to learn not to work. The exception is that there are no restrictions on working hours during holidays at Barton International College (BIC).

Do not work longer than the allowed 40 hours per fortnight as Immigration will conduct checks to ensure you are not breaching your Student Visa conditions. In addition, whoever employs you for that period has a responsibility under Australia’s migration laws and can be charged with serious offences with expensive repercussions. The Academic Manager at the College can provide you with more information if you are unsure about your situation.

**24.0 Student transfers out of BIC policy**

In accordance with The National Code 2007, BIC will not knowingly admit a student wishing to transfer from another registered provider prior to the student completing six months of his or her principal course of study except if:

- the original provider has provided a written letter of release
- the original provider is no longer registered or the course in which the student is enrolled has ceased to be registered
- the original provider has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course; and/or

A government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

BIC will generally agree to a request from an overseas student to transfer to another registered provider prior to completing 6 months of their principal course with BIC. However in assessing such a request, the following factors will be taken into account:

- the student requesting a transfer does not have a clear understanding of what the transfer represents to their study options
- the student has not made an attempt to discuss the reasons for seeking a transfer with Student Services
- the student has outstanding course fees owing to BIC
- it is suspected that the student is seeking to transfer to another registered provider only to avoid being reported to DIBP for failure to meet academic progress requirements.
Where it is assessed that one of the above factors applies, the student’s request for a Letter of Release may be refused.

When the College does not grant a Letter of Release, the student will be provided with a letter outlining the decision to refuse the request and informing the student of their right to appeal the decision through BIC’s Complaints and Appeals policy.

Where a Letter of Release is granted it will be issued to the student at no cost and BIC will advise the student of the need to contact DIBP to seek advice on any implications to their student visa.

Letters of Release will always be provided when or if:

- Barton International College’s registration or accreditation has been revoked;
- sanctions imposed on the College by the government prevent the student from continuing in the course;
- a government sponsor deems that the transfer is in the best interests of the student.

**25.0 Critical Incident Management Plan**

Preparation for, response to, and recovery from a critical incident affecting the students and staff requires the cooperative efforts of all managers in partnership with the functional areas supporting the operations of the College.

The objectives of this Critical Incident Management Plan (CIMP) are to make sufficient preparations for responding to a critical incident or emergency in order to minimise the effect upon the students, staff and the operations of the business. Management has a specific responsibility to respond to the needs of students in the case of a critical incident. Management also has a legal responsibility to protect its corporate resources and IT infrastructure and the information it holds. Any interruption to the normal operations of the College could be damaging to the future relationships with students and other stakeholders (including regulators) and could affect the public image of the College.

This CIMP is not designed to provide an answer to each and every type of critical incident that could happen, but rather is provided to identify the methods on how to manage a critical incident if one were to occur.

Critical incidents are extraordinary events that because of their scope, intensity or duration, overwhelm the organisation’s capacity to cope and maintain equilibrium. Critical incidents may be classified as natural; such as floods, bushfires, earthquakes, and storms; or human-caused, through deliberate attack on the people or resources of the College.

This CIMP also relates to the overall emergency plans of the College and aims to minimise the damage incurred during an emergency, by providing guidelines for a rapid and effective response to an emergency situation.

The CIMP is designed to complement procedures laid down elsewhere concerning the provision of a safe environment for students and staff, regular maintenance of buildings and facilities and evacuation procedures in case of emergency. Nothing in this plan is to be taken as contrary to guidelines and procedures laid down elsewhere concerning these matters. The plan assumes that:

- students are properly orientated in how to respond to a critical incident and what support is available to them
- all facilities are subject to regular maintenance
- emergency exits are clearly marked and kept clear of obstacles at all times
- fire prevention measures and protection equipment are in place (e.g. fire wardens appointed, smoke detectors, alarm systems and fire extinguishers are in place and maintained)
- normal safe work practices are followed routinely and staff are familiar with fire drill and emergency evacuation procedures
- back-ups of computer records are stored off-site and retrievable

Examples of critical incidents

- The death or critical injury of a staff member, student or visitor on College premises or outings
• The destruction of whole or part of premises that the College occupies (e.g. by fire)
• The threat of damage to premises that the College occupies (e.g. a bomb threat)
• Staff and/or students being taken hostage
• A break-in accompanied by major vandalism
• A natural or other major disaster in the community

CIMP & overseas students
Standard 6.4 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 defines a critical incident as "a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury". Barton International College has in place a structured approach in responding to critical incidents as they occur and provides appropriate support and counselling services to overseas students. Examples of Critical Incidents that may specifically affect overseas students could include, but are not limited to:
• Death of a student or close family member
• Attempted suicide of a student
• Life threatening illness/injury of a student
• Sexual and/or physical assault of a student
• Missing student
• Severe verbal or psychological aggression
• Issues such as domestic violence, drug or alcohol abuse

Barton International College will ensure that all students are made aware at Orientation of:
• What to do in the case of a critical incident
• The point of contact for any issues which require student support, including critical incidents

The Plan of Action
The emphasis of this CIMP is based on three major steps:
1. Reaction
2. Recovery & Restoration
3. Review

Reaction Communication
In the case of a critical incident, it is important that key people are notified. In an emergency situation, the primary objective is the safety of human lives. Salvage and recovery operations will be of secondary importance, and will take place only when the affected area is declared safe.

When a critical incident occurs, notify the PEO.
The PEO may delegate another officer to contact relevant emergency personnel as required.

Immediate response to an incident
1. Notify the responsible persons as outlined above
2. Immediately after notification of the incident the following questions need to be addressed and recorded by the officer in charge:
• What happened?
• What makes the event critical?
• When did the incident occur?
• Where did it happen?
• Who was involved?
• Who needs assistance?
• What is the most appropriate intervention?

3. In the case that it is decided that evacuation is an appropriate intervention the evacuation plans given below should be utilised.

Recovery & Restoration

The first 24 hours
• Gather accurate facts and information
• If possible, re-establish a sense of routine within the College. Staff members and students will feel safe once the regular patterns of management and organisation have been re-established

The first 48 – 72 hours
Restore routines while taking into account the needs of staff and students
Engage support services to manage the reactions of staff and students
Monitor the support services provided
Provide additional assistance if required and when necessary
Provide a formal staff meeting with professional input (if appropriate)

The first two weeks post the critical incident
Monitor progress of those hospitalised or injured
Stay alert for delayed reactions from staff and students
Provide relevant information to those who require it

Key actions:
• Notify all key personnel of the problem and assign them tasks focused towards recovery from the critical incident
• Notifying students about the problem minimises panic or concern
• Recall backups - if backup tapes are stored offsite, these need to be recalled. If using remote backup services, a network connection to the remote backup location (or the Internet) will be required
• Organise alternate facilities in order to continue operations suppliers
• During a critical incident, employees may be required to work longer, more stressful hours, and a support system should be in place to alleviate some of the stress. Prepare them ahead of time to ensure that work runs smoothly
• Provide counselling opportunities and support - opportunities should be given for staff and students to discuss the incident in a supportive environment. If the incident involves death, staff and students should be apprised of funeral details and given leave to attend. A funeral plays an important role in helping people accept the reality of death and provides rituals for the shared experience of grief. Staff members are not expected to be counsellors; therefore the establishment of a counselling support appropriate to the particular critical incident is important

Review
After the critical incident has been dealt with it is essential that the organisation undertakes an evaluation. Evaluation of the CIMP and the roles and functions of the Coordinators and relevant support staff are an essential part of the process. Senior management should conduct a formal evaluation of the process involved in the management of the critical incident
after debriefing has occurred. Formal evaluation provides opportunities for feedback on the strengths and weaknesses of the CIMP and provides an opportunity for continuous improvement. Feedback should be sought from those who have been involved in various aspects of the operation of the CIMP. Any action taken in regard to the critical incident should be recorded along with the final evaluation of the handling of the critical incident. Where the incident, or an individual related to the incident is referred to another person or agency this should also be recorded; however the privacy needs of individuals should also be respected in this case.

**IT Infrastructure and data**

**Preventions against data loss**

In relation to IT Infrastructure the following preventions should be implemented:

- Backups are sent off-site at regular intervals
- Backups include software as well as all data information, to facilitate recovery
- Use a Remote backup facility if possible to minimise data loss
- Utilise surge protectors - to minimise the effect of power surges on delicate electronic equipment
- Protect servers and essential equipment with an Uninterruptible Power Supply (UPS) and/or Backup Generator
- Fire Preventions – install effective alarm systems and accessible fire extinguishers
- Employ anti-virus software, firewalls and other security measures

**Campus Evacuation**

In the event of fire or bomb evacuation of the building, staff and students assemble outside St. Andrews College on Bathurst Street.

Students are shown the evacuation area at Orientation, during a tour that includes the library. There is only one fire stairwell on the campus, leading to the main entrance.

**26.0 Application and Admission Procedure**

Please obtain our Application form on the Barton International College website.

To apply by mail or in person:

- Please complete all sections of the Application form, sign and date where indicated
- Include certified evidence of academic qualifications, passport and English language proficiency (if applicable)
- Enclose a non-refundable AU$200 application fee by bank draft made payable to Barton International College.
- Send this Application Form and attachments to: admissions@bartoninternational.com.au

**Acceptance Procedure**

1. As soon as a decision is made on your eligibility, you will be informed of the outcome by post or by email
2. If your application is successful, you will receive a Letter of Offer and an Enrolment Agreement stating the course fees to be paid, commencement date and overseas student health cover information
3. Sign the Enrolment Agreement and return it to BIC
4. Pay the tuition and other fees (as detailed in the Letter of Offer)
5. When you have paid your fees, a confirmation of enrolment will be sent to you. This form is used to obtain a student visa from the Australian Diplomatic Mission in your country, or from the Department of Immigration & Border Protection (DIBP).

As soon as we receive the fee we will process your electronic Confirmation of Enrolment (e COE).

**Please feel free to talk to us if you have any problems**