



AUSTRALIAN COLLEGE OF  
HOSPITALITY &  
BUSINESS MANAGEMENT

## **Student Handbook**

Bayside International College  
a division of Australian English Colleges Pty Ltd  
ACN 72 606 814 019  
RTO No: 45215; CRICOS Code: 03630A

Suite G03, 247 King Street  
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### **About the Student Handbook**

This student handbook is your guide to Bayside International College. Inside you will find information on how Bayside International College works, where students should go, and whom they should see to resolve any problems. Policies, procedures, and regulations are outlined so that you understand how Bayside International College operates.

### **Disclaimer**

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

#### ***Student Handbook***

Version 2.5: Dec 2021, Approved: CEO, Next Review: Dec 2022

Australian English Colleges t/a Australian College of Hospitality and Business Management

Provider Code: 45215 | CRICOS Provider Code 03630A



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## Introduction

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Welcome TO ACHBM

Welcome to the Australian College of Hospitality and Business Management, where new and exciting experiences and adventures await you. We are happy for you to join our school family, and our experienced staff and Trainers are dedicated to providing every student with the best educational opportunity possible.

ACHBM is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) under the National VET Regulator Act 2011/ Standards for Registered Training Organisations (RTOs) 2015. ACHBM is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

The Institute provides students with an effective teaching and learning environment designed to raise education standards, enhance employment opportunities and enrich personal lives.

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

Good luck with your studies!

**MR. TERRY LU**

**MANAGING DIRECTOR**



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## **ORGANISATION OVERVIEW**

Australian English Colleges Pty Ltd t/as Bayside International College is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) under the authority of the National Vocational Education and Training Regulator Act 2011 (NVR2011) and the Standards for Registered Training Organisations 2015. Australian English Colleges Pty Ltd is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

Bayside International College is in Mascot central business district and is very close to public transport and Mascot shops and cafes.

The purpose of this Student Handbook is to provide you with all the information that you need to know about studying at Bayside International College. It covers essential information needed by international students.

Bayside International College is a multicultural college and this is reflected in its staff and students.

### **Vision Statement**

Bayside International College is committed to excellence in all aspects of its organisation.

### **Mission Statement**

We specialise in training for future business careers.

## **LOCATION**

Bayside International College:

Suite G03, 247 King Street, Mascot 2020 NSW Australia

Telephone: 61 2 96 671 458

Email: [info@bic.edu.au](mailto:info@bic.edu.au)

Web: [www.bic.edu.au](http://www.bic.edu.au)

## **GETTING TO BAYSIDE INTERNATIONAL COLLEGE**

Bayside International College is a 10-minute walk from Mascot Station, which is one of Sydney's busy public transport hubs. To find the easiest way to Mascot Station from your accommodation, go to <http://www.transportnsw.info/>

On the next page is a map of the area, showing where Bayside International College is located.

### **Student Handbook**

Version 2.5: Dec 2021, Approved: CEO, Next Review: Dec 2022

Australian English Colleges t/a Australian College of Hospitality and Business Management

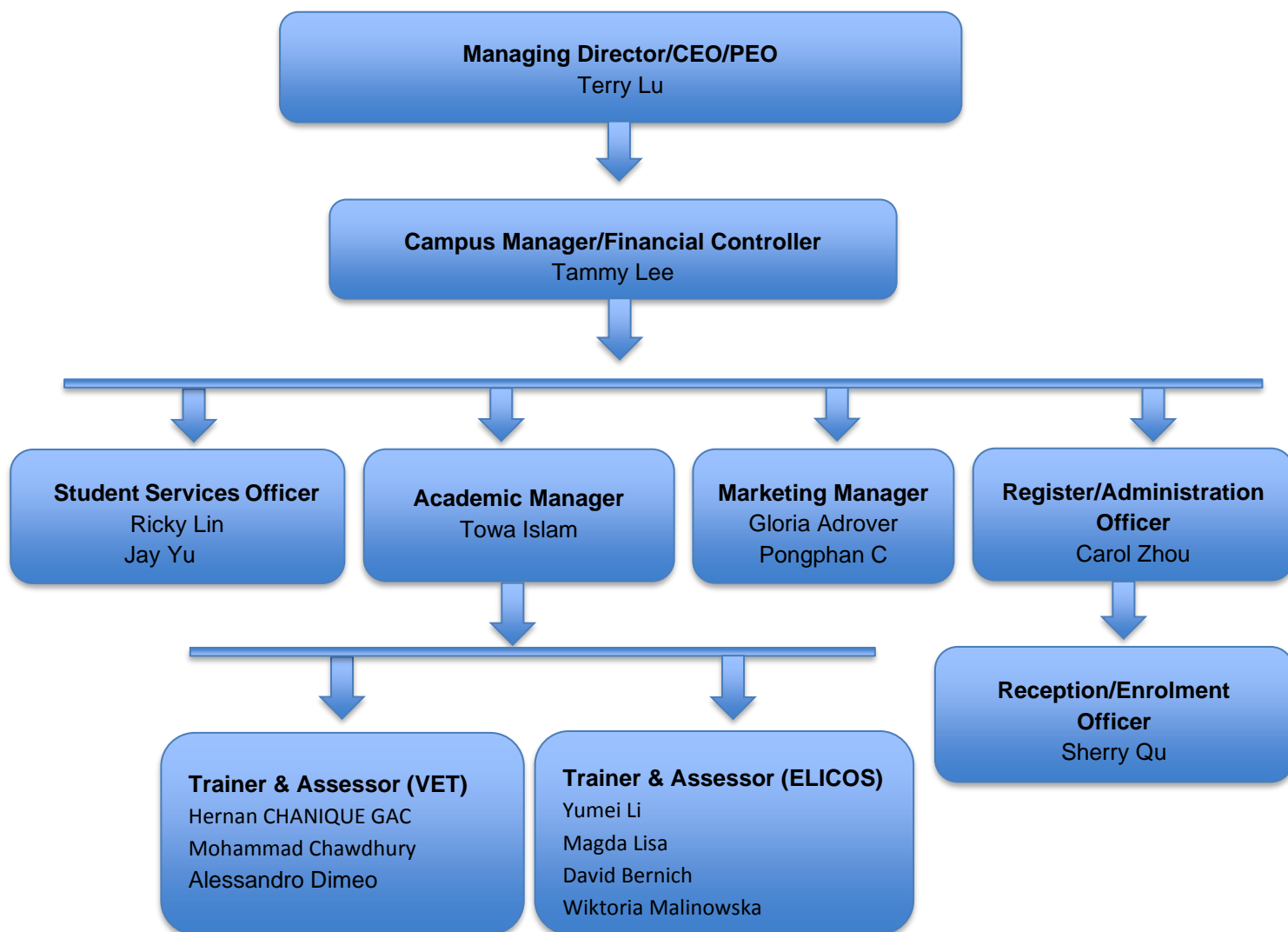
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## Organisation Chart

### Australian English Colleges Pty Ltd



## CONTACT INFORMATION AND EMERGENCY CONTACTS

### Bayside International College registration contact details

Chief Executive Officer / Principal Executive Officer.

This person can be contacted for all current details relating to Australian English Colleges Pty Ltd

Address: Suite G03, 247 King Street, Mascot 2020 NSW

Telephone: 61 2 96 671 458

Mobile: 0414 295 886

Office opening hours:

Monday to Friday: 8:15 am – 8:30 pm

### Official points of contact for students:

- |               |                           |                      |
|---------------|---------------------------|----------------------|
| 1. Carol Zhou | School Admin:             | Mobile: 0414 439 670 |
| 2. Coyi Wen   | Student Services Officer: | Mobile: 0413 628 533 |

### Emergencies:

Police, Fire, Ambulance – Telephone: 000

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

Telephone: 131 881

26 Lee Street, Sydney NSW 2000

### Local Medical Centre:

Mascot Medical & Dental: 934 Botany Rd, Mascot NSW 2020, Tel: 02 93174222

### Transport:

Public transport, trains buses and ferries:

Transport for NSW Phone: 131500 Web: [www.transportnsw.info](http://www.transportnsw.info)

Local taxi companies:

Premier Cabs Phone: 131 017

Legion Cabs Phone: 131 451

### Public Facilities:

There is a major eminent are in 5-7 minutes' walk distance from Bayside International College. Mascot also has branches, airports, most of the major banks and a busy post office, medical Centre and many small shops and cafes in Botany Road in Mascot adjacent Bayside Council and Bayside Council public library. Mascot station and transport hub – 10-12 minutes' walk from Bayside International College - is a busy interchange for Sydney Airport, trains and buses.

### Student Handbook

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### Course Provided

Bayside International College course is nationally accredited and recognised, fulfilling the requirements of the relevant BSB Training Package.

Bayside International College currently offers the following course with relevant details shown:

<b>Qualification Code / Course Title:</b>	<b>BSB40120 Certificate IV in Business</b>
CRICOS Code:	104904F
Course Duration:	4 terms of 10 weeks each = total of 40 weeks' delivery; plus 12 weeks' term breaks. Total = 52 weeks
Scheduled Course Contact Hours:	20 hours face-to-face per week
Campus Delivery Location:	Suite G03, 247 King Street, Mascot 2020 NSW
Study Days:	3 days per week on campus. Wednesday to Friday 8:30 pm to 4:30 pm (7.5 hours on Wednesday & Thursday and 5 hours on Friday scheduled tuition hours and 1-hour break per day)
Course Material:	Learner Guides supplied for each unit of study
Course Tuition Fees (total):	A\$12,000
Application for Enrolment Fee:	A\$200 (non-refundable)
Materials Fees	A\$100 Per Term
Payment Schedule:	4 installments to be paid 1 week before term starts 4 x A\$3,000 = A\$12,000
Credit Transfer or National Recognition application:	A\$0
Recognition of Prior Learning (RPL) Application Fee	A\$100
Recognition of Prior Learning (RPL) application:	A\$250 per unit of competency
Assessment Re-sit:	A\$100 per unit of competency
Re-issue of Testamur and Statement of Results:	A\$100

<b>Qualification Code / Course Title:</b>	<b>BSB50420 - Diploma of Leadership and Management</b>
CRICOS Code:	104337K
Course Duration:	4 terms of 10 weeks each = total of 40 weeks' delivery; plus 12 weeks' term breaks. Total = 52 weeks
Scheduled Course Contact Hours:	20 hours face-to-face per week
Campus Delivery Location:	Suite G03, 247 King Street, Mascot 2020 NSW
Study Days:	3 days per week on campus. Monday to Wednesday 8:30 pm to 4:30 pm (7.5 hours on Monday & Tuesday and 5 hours on Wednesday scheduled tuition hours and 1-hour break per day)
Course Material:	Learner Guides supplied for each unit of study
Course Tuition Fees (total):	A\$12,000

#### Student Handbook

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Australian English Colleges t/a Australian College of Hospitality and Business Management

Provider Code: 45215 | CRICOS Provider Code 03630A

Application for Enrolment Fee:	A\$200 (non-refundable)
Materials Fees	A\$100 Per Term
Payment Schedule:	4 installments to be paid 1 week before term starts 4 x A\$3,000 = A\$12,000
Credit Transfer or National Recognition application:	A\$0
Recognition of Prior Learning (RPL) Application Fee	A\$100
Recognition of Prior Learning (RPL) application:	A\$250 per unit of competency
Assessment Re-sit:	A\$100 per unit of competency
Re-issue of Testamur and Statement of Results:	A\$100

<b>Qualification Code / Course Title:</b>	<b>BSB60120 - Advanced Diploma of Business</b>
CRICOS Code:	104905E
Course Duration:	4 terms of 10 weeks each = total of 40 weeks' delivery; plus 12 weeks' term breaks. Total = 52 weeks
Scheduled Course Contact Hours:	20 hours face-to-face per week
Campus Delivery Location:	Suite G03, 247 King Street, Mascot 2020 NSW
Study Days:	3 days per week on campus. Wednesday to Friday 8:30 pm to 4:30 pm (7.5 hours on Wednesday & Thursday and 5 hours on Friday scheduled tuition hours and 1-hour break per day)
Course Material:	Learner Guides supplied for each unit of study
Course Tuition Fees (total):	A\$15,250
Application for Enrolment Fee:	A\$200 (non-refundable)
Materials Fees	A\$100 Per Term
Payment Schedule:	4 installments to be paid 1 week before term starts 4 x A\$3,812= A\$15,250
Credit Transfer or National Recognition application:	A\$0
Recognition of Prior Learning (RPL) Application Fee	A\$100
Recognition of Prior Learning (RPL) application:	A\$250 per unit of competency
Assessment Re-sit:	A\$100 per unit of competency
Re-issue of Testamur and Statement of Results:	A\$100

<b>Qualification Code / Course Title:</b>	<b>BSB80120 -Graduate Diploma of Management (Learning)</b>
CRICOS Code:	104907C
Course Duration:	4 terms of 10 weeks each = total of 40 weeks' delivery; plus 12 weeks' term breaks. Total = 52 weeks
Scheduled Course Contact Hours:	20 hours face-to-face per week
Campus Delivery Location:	Suite G03, 247 King Street, Mascot 2020 NSW
Study Days:	3 days per week on campus.

	Wednesday to Friday 8:30 pm to 4:30 pm (7.5 hours on Wednesday & Thursday and 5 hours on Friday scheduled tuition hours and 1-hour break per day)
Course Material:	Learner Guides supplied for each unit of study
Course Tuition Fees (total):	A\$18,250
Application for Enrolment Fee:	A\$200 (non-refundable)
Materials Fees	A\$100 Per Term
Payment Schedule:	4 installments to be paid 1 week before term starts 4 x A\$4,562= A\$18,250
Credit Transfer or National Recognition application:	A\$0
Recognition of Prior Learning (RPL) Application Fee	A\$100
Recognition of Prior Learning (RPL) application:	A\$250 per unit of competency
Assessment Re-sit:	A\$100 per unit of competency
Re-issue of Testamur and Statement of Results:	A\$100

<b>Qualification Code / Course Title:</b>	<b>BSB80320 - Graduate Diploma of Strategic Leadership</b>
CRICOS Code:	104479G
Course Duration:	4 terms of 10 weeks each = total of 40 weeks' delivery; plus 12 weeks' term breaks. Total = 52 weeks
Scheduled Course Contact Hours:	20 hours face-to-face per week
Campus Delivery Location:	Suite G03, 247 King Street, Mascot 2020 NSW
Study Days:	3 days per week on campus. Wednesday to Friday 8:30 pm to 4:30 pm (7.5 hours on Wednesday & Thursday and 5 hours on Friday scheduled tuition hours and 1-hour break per day)
Course Material:	Learner Guides supplied for each unit of study
Course Tuition Fees (total):	A\$14,650
Application for Enrolment Fee:	A\$200 (non-refundable)
Materials Fees	A\$100 Per Term
Payment Schedule:	4 installments to be paid 1 week before term starts 4 x A\$3,662= A\$14,650
Credit Transfer or National Recognition application:	A\$0
Recognition of Prior Learning (RPL) Application Fee	A\$100
Recognition of Prior Learning (RPL) application:	A\$250 per unit of competency
Assessment Re-sit:	A\$100 per unit of competency
Re-issue of Testamur and Statement of Results:	A\$100

<b>Qualification Code / Course Title:</b>	<b>FNS50320 - Diploma of Finance and Mortgage Broking Management</b>
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CRICOS Code:	102368H
Course Duration:	4 terms of 10 weeks each = total of 40 weeks' delivery; plus 12 weeks' term breaks. Total = 52 weeks
Scheduled Course Contact Hours:	20 hours face-to-face per week
Campus Delivery Location:	Suite G03, 247 King Street, Mascot 2020 NSW
Study Days:	3 days per week on campus. Wednesday to Friday 8:30 pm to 4:30 pm (7.5 hours on Wednesday & Thursday and 5 hours on Friday scheduled tuition hours and 1-hour break per day)
Course Material:	Learner Guides supplied for each unit of study
Course Tuition Fees (total):	A\$15,650
Application for Enrolment Fee:	A\$200 (non-refundable)
Materials Fees	A\$100 Per Term
Payment Schedule:	4 installments to be paid 1 week before term starts 4 x A\$3,912= A\$15,650
Credit Transfer or National Recognition application:	A\$0
Recognition of Prior Learning (RPL) Application Fee	A\$100
Recognition of Prior Learning (RPL) application:	A\$250 per unit of competency
Assessment Re-sit:	A\$100 per unit of competency
Re-issue of Testamur and Statement of Results:	A\$100

<b>Qualification Code / Course Title:</b>	<b>SIT40416 Certificate IV in Hospitality</b>
CRICOS Code:	098085B
Course Duration:	6 terms of 10 weeks each = total of 40 weeks' delivery; plus 18 weeks' term breaks. Total = 78 weeks
Scheduled Course Contact Hours:	20 hours face-to-face per week
Campus Delivery Location:	Suite G03, 247 King Street, Mascot 2020 NSW
Study Days:	3 days per week on campus. Monday to Wednesday 8:30 pm to 4:30 pm (7.5 hours on Monday & Tuesday and 5 hours on Wednesday scheduled tuition hours and 1-hour break per day)
Course Material:	Learner Guides supplied for each unit of study
Course Tuition Fees (total):	A\$18,000
Application for Enrolment Fee:	A\$200 (non-refundable)
Materials Fees	A\$100 Per Term
Payment Schedule:	6 installments to be paid 1 week before term starts 6 x A\$3,000 = A\$18,000
Credit Transfer or National Recognition application:	A\$0
Recognition of Prior Learning (RPL) Application Fee	A\$100

Recognition of Prior Learning (RPL) application:	A\$250 per unit of competency
Assessment Re-sit:	A\$100 per unit of competency
Re-issue of Testamur and Statement of Results:	A\$100
Note: Part of the course requirements work placement components are involved in this program.	

<b>Qualification Code / Course Title:</b>	<b>SIT40516 - Certificate IV in Commercial Cookery</b>
CRICOS Code:	102362C
Course Duration:	6 terms of 10 weeks each = total of 40 weeks' delivery; plus 18 weeks' term breaks. Total = 78 weeks
Scheduled Course Contact Hours:	20 hours face-to-face per week
Campus Delivery Location:	Suite G03, 247 King Street, Mascot 2020 NSW
Study Days:	3 days per week on campus. Monday to Wednesday 8:30 pm to 4:30 pm (7.5 hours on Monday & Tuesday and 5 hours on Wednesday scheduled tuition hours and 1-hour break per day)
Course Material:	Learner Guides supplied for each unit of study
Course Tuition Fees (total):	A\$25,000
Application for Enrolment Fee:	A\$200 (non-refundable)
Materials Fees	A\$100 Per Term
Payment Schedule:	6 installments to be paid 1 week before term starts 6 x A\$4,166 = A\$25,000
Credit Transfer or National Recognition application:	A\$0
Recognition of Prior Learning (RPL) Application Fee	A\$100
Recognition of Prior Learning (RPL) application:	A\$250 per unit of competency
Assessment Re-sit:	A\$100 per unit of competency
Re-issue of Testamur and Statement of Results:	A\$100
Note: Part of the course requirements, practical and work placement components are involved in this program.	
<b>Qualification Code / Course Title:</b>	<b>SIT50416 Diploma of Hospitality</b>
CRICOS Code:	098086A
Course Duration:	4 terms of 10 weeks each = total of 40 weeks' delivery; plus 18 weeks' term breaks. Total = 78 weeks
Scheduled Course Contact Hours:	20 hours face-to-face per week
Campus Delivery Location:	Suite G03, 247 King Street, Mascot 2020 NSW
Study Days:	3 days per week on campus. Monday to Wednesday 8:30 pm to 4:30 pm



	(7.5 hours on Monday & Tuesday and 5 hours on Wednesday scheduled tuition hours and 1-hour break per day)
Course Material:	Learner Guides supplied for each unit of study
Course Tuition Fees (total):	A\$18,000
Application for Enrolment Fee:	A\$200 (non-refundable)
Materials Fees	A\$100 Per Term
Payment Schedule:	6 installments to be paid 1 week before term starts 6 x A\$3,000 = A\$18,000
Credit Transfer or National Recognition application:	A\$0
Recognition of Prior Learning (RPL) Application Fee	A\$100
Recognition of Prior Learning (RPL) application:	A\$250 per unit of competency
Assessment Re-sit:	A\$100 per unit of competency
Re-issue of Testamur and Statement of Results:	A\$100
Note: Part of the course requirements work placement components are involved in this program.	

<b>Qualification Code / Course Title:</b>	<b>SIT60316 -Advanced Diploma of Hospitality Management</b>
CRICOS Code:	104909A
Course Duration:	8 terms of 10 weeks each = total of 80 weeks' delivery; plus 24 weeks' term breaks. Total = 104 weeks
Scheduled Course Contact Hours:	20 hours face-to-face per week
Campus Delivery Location:	Suite G03, 247 King Street, Mascot 2020 NSW
Study Days:	3 days per week on campus. Monday to Wednesday 8:30 pm to 4:30 pm (7.5 hours on Monday & Tuesday and 5 hours on Wednesday scheduled tuition hours and 1-hour break per day)
Course Material:	Learner Guides supplied for each unit of study
Course Tuition Fees (total):	A\$25,250
Application for Enrolment Fee:	A\$200 (non-refundable)
Materials Fees	A\$100 Per Term
Payment Schedule:	8 installments to be paid 1 week before term starts 8 x A\$3,156 = A\$25,250
Credit Transfer or National Recognition application:	A\$0
Recognition of Prior Learning (RPL) Application Fee	A\$100
Recognition of Prior Learning (RPL) application:	A\$250 per unit of competency
Assessment Re-sit:	A\$100 per unit of competency
Re-issue of Testamur and Statement of Results:	A\$100
Note: Part of the course requirements work placement components are involved in this program.	

## Admission and Enrolment

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### ENTRY REQUIREMENTS

Bayside International College accepts applications from all students who meet the entry requirements published in the course outline. The entry requirements for each course can be found in the course-specific documentation published on the website.

The Institute may conduct an entry test to determine the student's level of English. If the student's level of English is not up to that required for the course, students are required to defer the commencement of their intended course and undertake additional English courses at their own expense to ensure they meet the English Language entry requirement for their course.

### SELECTION CRITERIA

If you are applying for a course that has entry requirements, you will also need to provide the necessary documentary evidence such as verified copies of qualifications, identification including your passport, schooling, and evidence of English language level (achieved within the last 2 years).

English language competence can also be demonstrated through verified documented evidence of any of the following:

- You have a minimum General Training IELTS score of 5.5 with no band under 5.5.
- You were educated for 5 years in an English-speaking country.
- You have completed at least 6 months of a Certificate level course at an Australian RTO.
- Academic qualifications (minimum completion of Year 11 or Year 12 or the equivalent depending on the course chosen), work experience, age (minimum 18 years) and visa status (as per assessment levels for the country of origin).

If you cannot provide evidence of English Language proficiency, you may be issued with a conditional letter of offer based on you successfully completing the required English language course.

You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Course Credit.

### USE OF RECRUITMENT AGENTS

Bayside International College appoints recruitment agents to promote courses to prospective students. Agents are responsible for providing the information outlined in the selection criteria prior to enrolment. Recruitment agent details are (*will be*) published on our (*future*) website.

### ENROLMENT PROCESS

1. Obtain a copy of the following documents from our (future) website or by contacting the Bayside International College office:
  - a. Enrolment Application Form
  - b. Course Information Outline

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- c. Student Handbook.
2. Complete the *Enrolment Application Form* and gather all the necessary documentary evidence e.g.:
  - a. Valid Australian passport copy or Australian Driver's License (if applicable)
  - b. Valid Foreign passport copy (if applicable)
  - c. A valid visa (if applicable)
  - d. High School Certificate or other relevant certificates
  - e. Proof of English Language Proficiency, General Training IELTS score of 5.5 with no band under 5.5 (if applicable)
  - f. Any other relevant documents to support your application.
3. Forward the *Enrolment Application Form* and documentary evidence to Bayside International College at [info@bic.edu.au](mailto:info@bic.edu.au) or deliver to Australian English Colleges Pty Ltd, Suite G03, Building B/247 King St, Mascot NSW 2020, Australia or mail to Australian English Colleges Pty Ltd, PO Box 7340, Alexandria, NSW 2015, Australia.
4. The payment of the Enrolment Application Fee (non-refundable) of AUD \$200 should be forwarded to:

Name of Bank:	Commonwealth Bank of Australia
Branch:	902 Botany Rd, Mascot NSW 2020, Australia
BSB:	062 200
Account Number:	10456890
Account Name:	Australian English Colleges

And a copy of proof of payment to:

Australian English Colleges Pty Ltd

Suite G03, Building B/247 King St, Mascot NSW 2020, Australia

Or

Email: [info@bic.edu.au](mailto:info@bic.edu.au)
5. You will be contacted within 7 days with the outcome of your application and to confirm your details.
6. On approval of, you will be sent:
  - a. A *Letter of Offer* and a *Student Agreement* setting out the terms and conditions of your enrolment and details of your course
  - b. An invoice with the fees payable and timing for payments.
7. Sign and return the *Student Agreement* to Bayside International College so that your enrolment is confirmed.

8. Overseas students will be issued with an electronic Confirmation of Enrolment (eCoE) following receipt of the signed written agreement, as well as evidence of Overseas Student Health Cover (OHSC) and payment of the first term's tuition fees of A\$3,000.

#### **FEES AND CHARGES**

A non-refundable Enrolment Application fee of A\$200 is required to process your application.

You can find up to date fees and charges information in the Course Information outline for your course and the Enrolment Application Form. Please note fees may be subject to change without notice and any changes will be published in advance on our (future) website.

All fees and charges must be paid in Australian Dollars (AUD).

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

All pre-paid fees are protected in line with the requirements of the VET Quality Framework that legislates the provision of training and assessment in Australia and with the ESOS Framework that regulates the standards for the provision of education to international students.

Course fees include all administration, materials and tuition fees. Any optional textbooks or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to 3 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

Bayside International College has the following additional charges:

- |  |        |
|--|--------|
| ◆ RPL application - per unit of competency:      | A\$250 |
| ◆ Assessment re-sit - per unit of competency:    | A\$100 |
| ◆ Replacement Testamur and Statement of Results: | A\$100 |

Details are to be found in the written agreement that must be signed prior to the commencement of your course.

Students are required to pay tuition fees in 4 installments. Each installment will be invoiced and payment falls due 1 week before each term starts i.e. 4 installments = 4 x A\$3,000 = A\$12,000.

#### **REFUNDS**

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment and the terms and conditions specified.

The Enrolment Application Fee of A\$200 paid at the time of application to Bayside International College is **NON-REFUNDABLE**.

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

- Enrolment Fee: AUD \$200
- eCoE issue/Revise Fee: AUD \$50/eCoE

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- Airport pick-up fee: AUD \$150
- Homestay accommodation placement fee: AUD \$300

Students who withdraw from a course and wish to seek a refund or have the amount they owe on their fees reduced, must apply to Bayside International College using the *Withdrawal Form* and *Refund Application Form* outlining the details and reason for their request. Students who have not completed a *Withdrawal Form* are ineligible for consideration.

When the refund is approved, Bayside International College will:

- Issue a statement detailing how the refund was calculated
- Issue the refund within 14 days of receipt of the *Refund Application Form*.

#### **A. Refund prior to course commencement**

##### **International Students**

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

#### **B. Refund after course commencement**

##### **International Students**

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

#### **C. Circumstances where no refund (0%) will be provided**

##### **International Students**

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

Bayside International College may consider written requests for refunds due to exceptional circumstances and may increase the refund amount.

### **EXCEPTIONAL CIRCUMSTANCES**

Bayside International College may consider written requests for refunds due to exceptional circumstances and may increase the refund amount beyond the levels provided.

Acceptance of money appropriately refunded within the amounts detailed in part A, B and C does not preclude an application for exceptional circumstances and students must first apply for refunds of amounts as detailed previously unless a refund of 0% is applicable.

Applications for refunds beyond the levels detailed in part A, B and C will be deemed to be denied if the student does not appeal within 30 days.

Applications for refunds beyond levels detailed in part A, B and C must provide details and appropriate verifiable evidence of the circumstances, which support the reasons for withdrawal namely:

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

After the exceptional circumstances have been confirmed, Bayside International College will refund the total amount of all course fees (tuition and any non-tuition fees) received for the course less whichever is the lower amount of 5% of the total amount of the fees (tuition and non-tuition) or the sum of \$500, which can also be waived at the discretion of Bayside International College.

### **ADDITIONAL INFORMATION**

#### **Electronic Confirmation of Enrolment**

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

#### **Unique Student Identifier (USI)**

Students undertaking nationally recognised training delivered by a registered training organisation must have an Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

Each student will need a USI to obtain their certificate or qualification from their registered training organisation when studying nationally recognised training in Australia.

The Unique Student Identifier (USI) is a reference number made up of numbers and letters that give students access to their USI account:

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- The USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.
- The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.
- The USI will be available online and at no cost to the student.
- This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed. The compulsory USI system came into effect on 1 January 2015.

The USI initiative will:

- Seamlessly link information about a student's VET achievements, regardless of where they studied
- Enable students to easily access secure digital transcripts of their achievements
- Give students access to, and more control over, their educational information

As part of this initiative – it is required that students create their USI at the earliest possible.

Bayside International College can create a USI on behalf of those students who are unable to do so. These students will need to give consent to Bayside International College by using the *Unique Student Identifier (USI) Form*.

For more information visit [www.usi.gov.au](http://www.usi.gov.au) or ask the Administration /Enrolment Officer.

### Overseas students' status

Under current country assessment levels, overseas students from assessment level 1-2 countries must sign a declaration that they have sufficient funds to cover their stay in Australia. Overseas students from assessment level 2 countries must have evidence that they have sufficient funds to cover travel costs to and from Australia. Overseas students from assessment level 3 countries must have evidence that they have sufficient funds to cover their stay and their travel costs to and from Australia. Overseas students accompanied by a spouse should add a minimum of 35% per annum.

### Students with school-aged dependants

Please note that there are schooling obligations and options for school-aged dependents of intending students, including a school which fees may be incurred. Students should add a further 20% per annum if they have at least 1 child (plus AUD\$8000 per annum or the cost of schooling) if the child is of school-age and 15% per annum per additional child (plus AUD\$8000 per annum or the cost of schooling) if the children are of school age.

### Student Visa

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

<http://www.immi.gov.au/allforms/pdf/applying-student.pdf>

This document explains the process for application, evidence that you must provide (including a valid passport), information on student visa conditions, permission to work, Overseas Student Health Cover and charges associated Bayside International College with the visa application. You may wish to use a registered migration agent to assist you with your application, or Bayside International College (will have) education agents who can assist you with the process

of applying for a course to arrival at Bayside International College and including assistance with visas. Contact us for details of the education agents that we use, or they can be sighted on our website at [bayinternational.edu.au](http://bayinternational.edu.au)

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

If your visa is not approved, you will receive a full refund for the tuition fees that you may have paid as per Bayside International College refund policy.

### **VISA CONDITIONS**

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

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

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

### **ARRANGING TRAVEL AND DOCUMENTS TO BRING**

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

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

You will need to prepare a folder of Bayside International College documents to bring with you to Australia including:

- Valid passport including a valid student visa
- Your electronic Confirmation of Enrolment (eCoE)
- Insurance policies



- Original or certified copies of documents such as your birth certificate, medical records and educational qualifications as advised by Bayside International College at the time of confirmation of enrolment.

If you are traveling with your family, you will need to include their documents as well. Keep all the documents in your carry-on luggage. Have certified copies made of the originals which can be left behind with family and can be sent to you in case originals are lost.

### Maintaining Enrolment and Course Progress

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

Bayside International College will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second & third warning letter and again inviting you to a meeting to discuss why you are not still meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

If you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DIBP via the Department of Education (DET) for not meeting course progress requirements. DIBP will make the final decision on whether your visa will be canceled because of your unsatisfactory course progress.

You may appeal Bayside International College's decision to report you to DIBP. However, an appeal will only be considered if Bayside International College has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports or
- Where Bayside International College is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

#### ATTENDANCE

Students on an Australian student visa at Bayside International College are required to maintain **at least 80%** attendance all the time during their enrolment. This is also a student visa requirement.

If you do not attend **80%**, following warnings, your Confirmation of Enrolment (COE) will be canceled for low attendance.

Attendance reports are posted on the notice board opposite Room 2 on Mondays.

If your attendance drops **below 85%** we will email you a Warning Letter; and if **below 80%** we will email you an Intention to Report (ITR) letter. You can appeal this decision. If you are sick or have another serious reason for not attending your class you must get a medical certificate from a doctor and bring it to reception attaching it to the appeal form. The Student Services Officer (SSO) will help you.

If your attendance is between **70%-80%** and you are passing your subjects, you do not need to provide evidence. Fill out the appeal form and give it to the Student Services Officer at reception to process. If you drop **below 70%** and no medical certificate(s) are provided, enrolment in your course will be canceled.

Your enrolment can also be suspended if you are absent from class for compassionate reasons that put you at risk of not being able to complete your course within the duration specified on your COE.

Attendance Roll: **Time In** at the college; **Time Out** leaving the college; Student Signature.

Leave of Absence - only approved for compassionate reasons with documentary evidence.

Holidays - After every term of 10 weeks, students have holidays. Please study the Academic Calendar carefully and plan your travels in advance during these holiday breaks.

#### DEFERRAL, SUSPENSION AND CANCELLATION (STANDARD 9)

Bayside International College Deferral, Suspension, and Cancellation Policy and related procedures outline the circumstances in which a student can defer, suspend or cancel their enrolment with Bayside International College and where Bayside International College can initiate the suspension or cancellation of the student's enrolment.

- Bayside International College may suspend or cancel a student's enrolment including, but not limited to, on the basis of:
  - misbehavior by the student
  - the student's failure to pay an amount the student was required to pay  
Bayside International College to undertake or continue the course as stated in the written agreement
  - a breach of course progress or attendance requirements by the overseas student which must occur in accordance with Standard 8 (Overseas student visa requirements) of the National Code 2018.

### Monitor and record student's non- payment of fees

- The administration team will notify the PEO if any student's fees are due in 10 working days.
- Where a student's fees are 5 working days overdue, the PEO /Student Administrative team will notify the student in writing via the First Reminder Letter for Overdue Fees
- After 5 working days from the date of the First Reminder Letter issued for Overdue Fees, If the student still has not paid all outstanding fees in full or made alternative arrangements for payment, the PEO/Student Administrative team will send the student the Second Reminder Letter for Overdue Fees.
  - After 5 working days from the date of the *Second Reminder Letter for Overdue Fees*, If the student still has not paid all outstanding fees in full or made alternative arrangements for payment, the PEO will send the student the *Notice of Intent to Report for Overdue Fees* letter, which will state that:
    - Bayside International College intends to initiate the process of suspension of enrolment for non-payment of fees
    - The student has 20 working days from the date of the *Notice of Intent to Report for Overdue Fees* letter to:
      - Pay all outstanding fees in full, or
      - Make alternative arrangements for payment, or
      - Lodge an appeal of this decision, in accordance with Bayside International College's *Complaints and Appeals Policy and Procedures*.
    - Special conditions related to provider-initiated suspension or cancellation of an overseas student's enrolment described above
  - Where a student indicates that they are having difficulty in paying their fees, alternative arrangements for payment should be investigated as described above.
  - Maintain all documentation related to payment/non-payment of fees for two years after the overseas student ceases to be an accepted student at Bayside International College.

### DEFINITIONS

To defer or suspend enrolment means to temporarily put studies on hold. A student may request a temporary deferment or suspension to his or her enrolment on the grounds of compassionate or compelling circumstances.

**Deferral** is defined as postponement of the commencement of enrolment and suspension is a temporary postponement of enrolment.

Note that a retrospective deferment or suspension may be justified if the student was unable to contact Bayside International College because of a circumstance such as being involved in a car accident.

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

Deferral and suspension will be granted in compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

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These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (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 that has impacted on the student which could include involvement in, or witnessing of a serious accident or witnessing or being the victim of a serious crime. Such cases supported by police or psychologists' reports.
- where Bayside International College is unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Bayside International College may also initiate suspension or cancellation of a student's enrolment on the grounds of misbehavior of the student or non-payment of fees. The Student Code of Conduct defines what is the behavior expected by students and what might be defined as misbehavior. Bayside International College Student Discipline Policy and Procedures will be followed to investigate the incident. In the case of student plagiarism, cheating or collusion, Bayside International College Student Discipline Policy, and Procedure will be followed.

Cancellation of the student's enrolment due to unsatisfactory course progress or attendance will be handled as per Bayside International College Course Progress and Attendance Monitoring Policy and Procedures.

Students may also initiate the cancellation of their studies using Bayside International College Application for Withdrawal form. Students should note Bayside International College fees, charges and refunds policy and procedure in relation to withdrawal.

#### CHANGE IN VISA STATUS

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

Students are to refer to the DIBP web site (<http://www.immi.gov.au/>) or Helpline (131 881) for information and their local DIBP office for advice on how the potential change to enrolment status may impact upon his or her visa.

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

Where a suspension of enrolment is granted, Bayside International College will suspend an enrolment for an agreed period - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.

If a student's enrolment is suspended for a period of 28 days or longer, the student must return home (unless approved Bayside International College circumstances exist). Students will be referred to DIBP via the DIBP helpline on 131 881 regarding whether they may remain in Australia during a period of suspension of enrolment.

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

In cases where a student's enrolment is canceled, the student must leave Australia, obtain enrolment in an alternative course or apply for a different visa within 28 days of cessation. If the student leaves Australia, the student's visa will be canceled. A student who has left Australia and wishes to return to his or her studies must apply for a new student visa.

### **COURSE CREDIT**

Course credit is where you are awarded advanced standing in a course because of existing qualifications, skills, and experience that you already have. This means that you are not required to participate in a particular part of the course you have enrolled in, saving you time and money.

Course credit can be awarded in three ways –

- through recognition of qualifications and statements of attainment issued by another RTO,
- through credit transfer and
- through Recognition of Prior Learning (RPL). An explanation of each of these ways of gaining course credit is included below, as well as how to apply and any associated costs involved.

Under recognition arrangements, any AQF qualifications or VET statements of attainment that you have from another RTO and that directly match the units in the course in which you are enrolling, will result in credit towards your course, saving you both time and money. You need to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service. Bayside International College is obliged to authenticate the information you provide before approving any course credit.

### **Credit transfer**

You may be eligible for course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that may not be a direct match but align with the content from the units within the course for which you are applying. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package, but the content is considered equivalent by our Head Trainer and Assessor/Academic manager. Students should indicate on the enrolment application form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is no charge for credit transfer.

### **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) means that you may be eligible for credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

Bayside International College has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option.

If you choose to apply for RPL to prove entry requirements, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for

recognition of prior learning at the current charge of \$200 per unit of competency. You will be advised of these fees in writing on contacting us about an application for RPL.

For more information about applying for RPL, please contact Bayside International College office.

#### **COURSE AND ASSESSMENT**

The training and assessment offered by Bayside International College focus on providing you with the knowledge and skills required for the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects, and practical observations.

#### **Reasonable adjustment in the assessment**

Some students may need modifications to assessments. This is called reasonable adjustment.

The reasonable adjustment can involve:

- ◆ Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- ◆ Making changes to the assessment arrangements e.g. more time allowed for assessments.
- ◆ Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

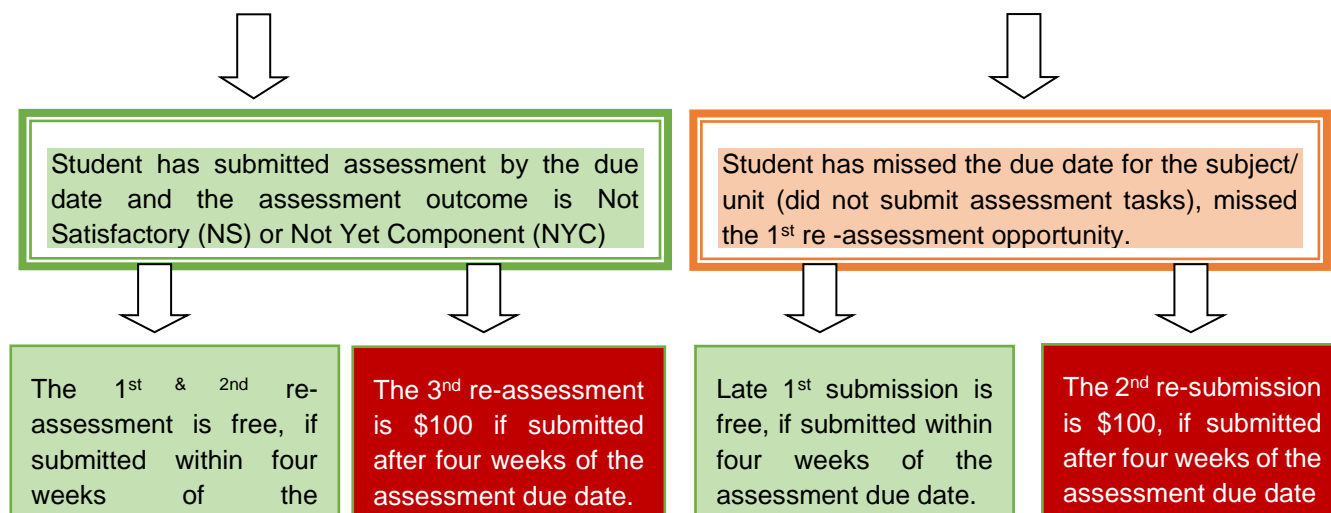
#### **Submitting your assessments**

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or provided to our office staff who will record your submission. We recommend you take a photocopy of all your submitted tasks as we will not be able to provide a copy back since we must keep your work as evidence of your assessment in your file.

#### **4. RE-ASSESSMENT FEE:**

## Re - Assessment Fee Structure



**Assessment / Re-assessment result will be released in 2 weeks after the submission date**

No of Unit	Due Date	1st Re-submission	If submission is received after the allowable free submission period, \$100 per unit (including all assessment tasks) Re-assessment fee apply
1	Week 3	Week 7	
2	Week 6	Week 10	
3	Week 10	Week 1 in the Next Term	

**\*\*Note:** For the Commercial Cookery practical classes, 100% attendance is required unless there are compassionate grounds to be considered. Otherwise, students will be charged an extra \$100 each session for the makeup class.

However, if a student is absent, the student should contact the student support team, who will notify the class assignment/timetable accordingly.

### Appealing assessment decisions

You make an appeal against an assessment decision. Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal against an assessment decision.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

Disciplinary action may lead to the suspension or cancellation of your enrolment, which may affect your visa.

### ISSUING OF QUALIFICATIONS AND STATEMENTS ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

On completion (or withdrawal) of your course and payment of final fees, we will issue you with a qualification or statement of attainment within twenty-one (21) days. Qualifications will be accompanied by a record of results showing

the units of competency achieved in the course. A record of results will only be provided with a statement of attainment if requested.

A statement of attainment showing any units completed will be issued if you partially complete a qualification such as in the case of withdrawal.

Bayside International College reserves the right to withhold the issuance of qualifications until all fees related to the course the qualification relates to having been paid, except where Bayside International College is not permitted to do so by law.

### **Re-Issuing Statements and Qualifications**

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the Fees, Charges and Refund Policy for the current fee.

## **Student Services**

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### **STUDENT ORIENTATION**

We are committed to ensuring that all overseas students get all the support they need to adjust to life and study in Australia and to be successful in their studies. This orientation is usually scheduled on the first day of the timetable.

Prior to commencing your studies, you will be required to participate in a compulsory orientation program that will include information on:

- Access to Bayside International College Policies & Procedures and relevant supporting documents
- Details of internal and external support services available to assist in the transition into life and study in Australia. Such services include welfare services, accommodation services, academic, and career advice, IT support, and student learning assistance, English language support and inclusion activities.
- Legal, emergency and health services
- Facilities and resources
- Organisational policies and procedures including course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and complaints and appeals.
- Any student visa conditions relating to course progress and attendance.

### **ORIENTATION SCHEDULE**

<b>DAY 1 ORIENTATION TIMETABLE (Session 1)</b>
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8:30 am– 9:00 am	Welcome / introductions
9:00 am – 10:00 am	Tour of Bayside International College and immediate external areas around Bayside International College, including Fire Drill / Exits.
10:00 am – 10:15 am	Tea Break
10:15 am – 11:15 pm	Orientation: Stage 1
11:15 am – 12:30 pm	Local area foot tour and Rockdale Library registration
	Lunch break
12:30 pm – 1:00 pm	Orientation: Stage 2
1:00 pm – 1:45 pm	Student interviews
1:45 pm– 2:00 pm	Tea Break
2:00pm – 2:45 pm	LLN Testing
<b>DAY 1 ORIENTATION TIMETABLE (Session 2)</b>	
3:30 pm – 4:00 pm	Welcome / introductions
4:00 pm – 5:00 pm	Tour of Bayside International College and immediate external areas around Bayside International College, including Fire Drill / Exits.
5:00 pm– 5:15 pm	Tea Break
5:15 pm – 6:15 pm	Orientation: Stage 1
6:15 pm – 7:30 pm	Local area foot tour and Rockdale Library registration
	Tea break
7:30 pm – 8:00 pm	Orientation: Stage 2
8:00 pm – 8:15 pm	Break
8:15 pm – 8:45 pm	Student interviews
8:45 pm – 9:30 pm	LLN Testing

**Orientation includes the following:**

*(Please note the order may be amended depending on student numbers and season/daylight/weather permitting)*

On arrival at Bayside International College, you will be welcomed by the PEO and the Head Trainer and Assessor/Academic Manager. You will also be introduced to any other students starting on the same day.

You will be taken on a tour of the college and the local area that will include important landmarks like Mascot Station, cafés and restaurants, banks, and other places of interest. This will also cover your free registration to the Mascot City Library. Mascot Library gives you access to the library, meeting rooms, and Bayside Council Customer Service.

You will be given an LLN test by the Academic Manager/Head Trainer and Assessor to help decide the level of support you require.

You will have a half-hour meal break. This is a good chance to meet other Bayside International College students!

Orientation: Stage 1 (Use Student Handbook as reference), in which we'll discuss important issues about:

- Your studies
- Support services
- Legal services
- Emergency and health services are available.

You will be given a tour of Bayside International College, during which you will be shown the rooms available to students, our computer system, and other facilities and resources available.

Orientation: Stage 2 (Use Student Handbook as reference), in which we'll discuss further important issues about:

- USI
- Complaints and appeal processes
- Any visa condition relating to course progress and attendance.
- LLN test continued / PEO meeting / "interview"

Interviews: Your chance to meet one-on-one with Bayside International College staff to learn more about each other and ask any questions you might have.

The enrolment form you completed will also help us to identify any support you need and depending on the course in which you are enrolled, your support needs can also be discussed during the orientation.

Services that we can offer to you include:

- Mentoring from appropriately qualified trainers including their email contact details.
- Receiving English language support.
- Study skills centre/study clubs.
- Review of learning materials with the student and providing information in a context they can understand.
- Providing extra time to complete tasks.
- Providing access to supplementary or modified materials.
- Providing supplementary exercises to assist understanding.
- Supervised study groups.
- Tutorial support assistance.
- Job placement assistance for those participating in courses that require practical placement.
- Online support and exercises for some courses.
- Computer and technology support.
- Referral to external support services.

## **SUPPORT SERVICES**

### **Provision of Language, Literacy, and Numeracy (LLN) assistance**

Bayside International College aims at all times to provide a positive and rewarding learning experience for all its students. Bayside International College provides a formal assessment of the student's LLN level and additional assistance with these skills can be arranged if required. This assistance will be provided by qualified LLN practitioners.

### **Welfare services**

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

Services will be provided at no additional cost to the student.

### **Student facilities**

#### *Computers*

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

#### *Photocopying and printing*

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

#### *Suggestion box*

A suggestion box will also be available for students to give valuable suggestions to the school. Students' suggestions are constantly reviewed and appropriate improvements are implemented.

#### *Kitchenette*

There is a common kitchenette in Bayside International College where students can have a snack between classes. It is equipped with a microwave and a kettle for tea and coffee.

#### *Reference library*

To supplement their own textbooks, students have access to Rockdale Library located within 8 minutes walk of Bayside International College campus.

## **EXTERNAL SUPPORT SERVICES**

### **Reading and Writing Hotline**

Telephone: 1300 655 506

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

#### **Student Handbook**

Version 2.5: Dec 2021, Approved: CEO, Next Review: Dec 2022

Australian English Colleges t/a Australian College of Hospitality and Business Management

Provider Code: 45215 | CRICOS Provider Code 03630A

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

#### **Anti-Discrimination Board**

Level 4, 1745 Castlereagh Street Sydney Tel: (02) 9268 5544

#### **Legal Aid**

323 Castlereagh Street, Haymarket 2000 Tel: (02) 9219 5000

#### **Lifeline**

Telephone: 13 11 14

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

#### **Medical**

Mascot Medical & Dental, 934 Botany Rd, Mascot NSW 2020, Tel: (02) 9317 4222

#### **Reach Out**

Website: [www.reachout.com.au](http://www.reachout.com.au)

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

#### **Listed below is a list of other external support providers**

<b>Problem</b>	<b>Website / Address</b>	<b>Telephone Number</b>
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	938 777 88
Anxiety (including phobias & Obsessive/Compulsive Disorders)	<a href="http://www.ada.mentalhealth.asn.au">www.ada.mentalhealth.asn.au</a>	9879 5351
Anxiety	<a href="http://www.serenitynsw.com.au/">www.serenitynsw.com.au/</a>	9740 9539
Asthma	<a href="http://www.asthmansw.org.au/">www.asthmansw.org.au/</a>	1800 645 130
Consumer credit and debt	<a href="http://www.cclcnsw.org.au/">www.cclcnsw.org.au/</a>	1800 808 488
Crime-stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	<a href="http://www.lifelinesydney.org/">www.lifelinesydney.org/</a>	9951 5522 / 13 11 14
Dentist	1 Bay Street, Rockdale NSW 2216	9597 6655

Depression	<a href="http://www.depressiondoctor.com">www.depressiondoctor.com</a>	
Depression (National Initiative)	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Disabilities	<a href="http://www.ideas.org.au/">www.ideas.org.au/</a>	1800 029 904
Domestic violence		8745 6999
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Drug addiction (Christian help)	<a href="http://www.naranon.com.au/">www.naranon.com.au/</a>	9418 8728
Drugs and mental health	<a href="http://www.thewaysidechapel.com/">www.thewaysidechapel.com/</a>	9358 6577
Families & friends with mental illness	<a href="http://www.arafmi.org/">www.arafmi.org/</a>	9805 1883
Eating disorders	<a href="http://www.edf.org.au/">www.edf.org.au/</a>	9412 4499
Eczema	<a href="http://www.eczema.org.au/">www.eczema.org.au/</a>	1300 300 182
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	9856 7090
Family planning information	<a href="http://www.fpahealth.org.au/">www.fpahealth.org.au/</a>	1300 658 886
Gambling Counselling (Wesley)	<a href="http://www.wesleymission.org.au">www.wesleymission.org.au</a>	9951 5566
G-Line (gambling)		1800 633 635
Gay & lesbian counselling line	<a href="http://www.glccs.org.au/">www.glccs.org.au/</a>	8564 9596
Grief support		9489 6644
Grief support	<a href="http://www.solace.org.au/">www.solace.org.au/</a>	9519 2820
Hepatitis C	<a href="http://www.hepatitisc.org.au/">www.hepatitisc.org.au/</a>	9332 1599
HIV/AIDS	<a href="http://www.sesiahs.health.nsw.gov.au/">www.sesiahs.health.nsw.gov.au/</a>	9332 9700
Telephone Interpreter Service		131 450
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a>	1300 888 529
Medical / doctor	Bay Healthcare: 520 Princes Highway, Rockdale NSW 2216	9597 6655

Mental health advice	<a href="http://www.mentalhealth.asn.au/">www.mentalhealth.asn.au/</a>	9816 5688
Overseas Student Ombudsman	<a href="http://www.oso.gov.au">www.oso.gov.au</a>	1300362 072
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Pregnancy counselling	<a href="http://www.pregnancysupport.com.au/">www.pregnancysupport.com.au/</a>	1300 737 732
Rape Crisis Centre	<a href="http://www.nswrapecrisis.com.au/">www.nswrapecrisis.com.au/</a>	1800 424 017
Relationship counselling	<a href="http://www.interrelate.org.au/">www.interrelate.org.au/</a>	9745 5544
Schizophrenia	<a href="http://www.sfnsw.org.au/">www.sfnsw.org.au/</a>	9879 2600
Serious illness (sufferers & families)	<a href="http://www.cansurvive.org/">www.cansurvive.org/</a>	1300 364 673
Smoking – Quitline		13 18 48
Suicide Prevention	<a href="http://www.suicideprevention.com.au/">www.suicideprevention.com.au/</a>	1300 360 980
Victims of crime support		9374 3000
Women’s refuge referral service		9560 1605

## Student Issues

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### STUDENT PLAGIARISM, CHEATING AND COLLUSION

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

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

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

### COMPLAINTS AND APPEALS POLICY

#### *Student Handbook*

Version 2.5: Dec 2021, Approved: CEO, Next Review: Dec 2022

Australian English Colleges t/a Australian College of Hospitality and Business Management

Provider Code: 45215 | CRICOS Provider Code 03630A

Bayside International College Complaints and Appeals Policy and related procedures have been developed to ensure that Bayside International College responds effectively to individual cases of dissatisfaction. This policy outlines Bayside International College approach to managing complaints and appeals and ensures that all clients, students (domestic and international), employers and other stakeholders are aware of the steps to take to have their dissatisfaction addressed appropriately.

This policy provides an avenue for all complaints to be addressed in a fair, efficient and confidential manner. There is no cost to any person to access the complaints and appeals process.

This policy ensures compliance with the VET Quality Framework, as well Standard 8 of the National Code 2007 and international students will be informed of and provided with this policy and the complaints and appeals procedure during their orientation.

- Complaint – a person’s expression of dissatisfaction with any service provided by Bayside International College.
- Appeal – a request to review a decision that has previously been made.

### **Complaints and appeals systems**

Despite all efforts of Bayside International College to provide satisfactory services to its students, clients, workplaces, and others, complaints may occasionally arise requiring formal resolution.

Individuals are encouraged, wherever possible to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. Bayside International College Principal Executive Officer and trainers/assessors are available to assist students to resolve their issues at this level and/or to assist the student with lodging the relevant documentation for the submission of a formal complaint.

Complaints and appeals may be made be in relation to any of Bayside International College services, activities and decisions such as:

- the selection process
- the enrolment, induction and/or orientation process
- the quality of training and assessment provided
- training and assessment matters, including student progress, assessment, curriculum and awards in a course of study access to records
- decisions made by Bayside International College
- the way someone has been treated.

Bayside International College is committed to developing and maintaining an effective, timely, fair and equitable complaints and appeals system which is easily accessible and offered to complainants at no charge. Bayside International College aims to:

- Develop a culture that views complaints and appeals as an opportunity to improve the organisation and how it works
- Set in place a complaints and appeals handling system that is client-focused and helps Bayside International College to prevent these events from recurring

- Ensure that any complaints and appeals are resolved promptly, objectively and with sensitivity and in complete confidentiality
- Ensure that, in the case of international students, complaints are resolved promptly as not to impact on an international student's study time in Australia as determined by their visa.
- Ensure that the views of each complainant and respondent are respected and that any party to a complaint or appeal is not discriminated against nor victimised.
- Ensure that there is a consistent response to complaints and appeals.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) working days or as soon as practicable. However, in some cases particularly if the matter is complex, the resolution may take longer.

All formal complaints and appeals and their outcomes will be recorded on the Complaints and Appeals Registers with a detailed record of the complaint and outcomes. This will be kept permanently to allow all parties to the complaint or appeal appropriate access to the records if required. Records of complaints and/or appeals made by a student will be saved in the student's file.

Complaints and appeals will be reviewed by management to identify the root causes of the complaint or appeal and to identify any areas requiring improvement to prevent similar recurrences in the future.

There is no cost to access the complaints and appeals process with Bayside International College.

The complainant or appellant can be accompanied by a support person of their choice at any meetings that occur during the process.

All records relating to complaints and appeals will be treated as confidential and will be covered by Bayside International College Information Privacy Policy.

This policy and related procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. This policy does not circumscribe an individual's rights to pursue other legal remedies.

### **Making a complaint**

Formal complaints should be made in writing to the Principal Executive Officer using the Complaints and Appeals form or other written format. When making a complaint, the complainant should provide as much detail as possible to enable Bayside International College to investigate appropriately and determine a solution. This should include:

- The issue that is the cause of the complaint
- Any evidence that supports the complaint
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolved.

The receipt of the complaint will be acknowledged in writing within 3 working days of receiving the complaint.

Upon receiving the complaint, the Principal Executive Officer will investigate the matter and ensure that Bayside International College has accurate, complete and relevant information. This may include gaining extra details from the



complainant and any other involved parties about the issue which may be done in writing, over the phone or face-to-face.

Bayside International College acknowledges the need for an appropriate independent party to mediate if required and will offer to arrange this for complainants who are not satisfied with the process conducted by Bayside International College.

The Principal Executive Officer will decide on an appropriate resolution and advise the complainant in writing how the matter will be resolved along with reasons for the decision within 10 working days of the complaint being made.

### Internal non-academic appeals

Appeals against a decision made by Bayside International College during the complaints process may be made in writing to the PEO using the Complaints and Appeals form or another written format. When making an appeal the appellant should provide as much detail as possible to enable Bayside International College to investigate appropriately and determine a solution. This should include:

- The issue that is the cause for appeal
- Any evidence that supports the appeal
- Details about the steps that have already been taken to resolve the issue
- Any suggestions for how the issue might be resolved.

The receipt of the appeal will be acknowledged in writing within 5 working days of receiving the appeal.

Upon receiving the appeal, the PEO will investigate the matter and ensure that Bayside International College has accurate, complete and relevant information. This may include gaining extra details from the appellant, the person who made the original decision and any other involved parties about the issue. These consultations will preferably be conducted face-to-face.

The PEO will decide on an appropriate resolution and advise the appellant in writing of the how the matter will be resolved along with reasons for the decision within 20 working days of the appeal being made. If the matter is particularly complex, the matter may take longer to resolve. If the appellant remains dissatisfied they may lodge an external complaint or appeal.

In the case of international students, where the internal appeals process recommends a deferral, suspension or cancellation of a student's enrolment, the Principal Executive Officer will notify The Department of Education through PRISMS of the change to the student's enrolment and the student has 28 days in which to:

- Leave Australia
- Show the Department of Immigration and Border Protection (DIBP) a new Confirmation of Enrolment (CoE) with another provider; or
- Provide DIBP with evidence that he or she has accessed an external appeals process.

### Making an appeal of an assessment decision

An appeal of an assessment decision may be made in writing to the Head Trainer and Assessor using the Complaints and Appeals Form or other written format within 20 working days of the assessment decision being made. The request must include reasons why the assessment appeal is being made.

Upon receipt of the appeal, an internal review of the assessment will occur and the Head Trainer and Assessor may request further information from the appellant.

The assessment will then be reviewed which may involve:

- the appointment an independent, qualified assessor to review the assessment, or
- the original assessor reviewing the assessment decision and involving another assessor in the decision.

All reasonable measures will be taken to ensure that an assessment appeal is resolved within 20 working days. The Head Trainer and Assessor will ensure that the appellant is advised in writing of the outcome along with reasons for the decision within this timeframe.

### External appeals

Where the complainant remains dissatisfied with the outcome of the complaints and appeals process, the complainant has the right to access an external complaints or appeals process at minimal or no cost. Complainants must ensure they have accessed the internal processes first.

Complainants have several external sources ('external reviewer') where they can raise a complaint or appeal including:

- Overseas Students Ombudsman <http://www.oso.gov.au>
- NSW Fair Trading <http://www.fairtrading.nsw.gov.au/>
- Administrative Appeals Tribunal <http://www.aat.gov.au>
- Bayside International College RTO registering body, the Australian Skills Quality Authority (ASQA) <http://www.asqa.gov.au/complaints/complaints.html>

Note: ASQA can only deal with complaints about:

- the information provided by an RTO about its course/s
- the delivery and assessment of training received
- the qualifications issued or to be issued.

International students may also lodge an external appeal to the Overseas Students Ombudsman who offer a free and independent service to overseas students who have a complaint or want to lodge an external appeal about a decision made by Bayside International College. Students can view the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or call on 1300 363 072 for further information.

Bayside International College will be bound by the external reviewer's recommendations and the Principal Executive Officer will ensure that any recommendations made are implemented within 28 working days of receipt of the decision made by the external reviewer.

### Enrolment status during complaints and appeals process

#### Student Handbook

Version 2.5: Dec 2021, Approved: CEO, Next Review: Dec 2022

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For international students, Bayside International College will maintain a student's enrolment throughout the internal appeals processes. In the case of an external appeals process it will depend on the type of appeal as to whether Bayside International College maintains the student's enrolment as follows:

- If the appeal is against Bayside International College's decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Bayside International College decision to report.
- If the appeal is against Bayside International College decision to defer, suspend or cancel a student's enrolment due to misbehavior, Bayside International College will notify the Department of Education through PRISMS of a change to the student's enrolment after the outcome of the internal appeals process, not the external appeals process as outlined above.
- For international students, maintaining the student's enrolment means not notifying the Department of Education of any change to the student's enrolment status through the Provider Registration and International Student Management System (PRISMS).

#### COMPLAINTS AND APPEALS PROCESS FOR DEFERRAL, SUSPENSION OR CANCELLATION

Where Bayside International College initiates the suspension or cancellation of a student's enrolment, the student will be notified of this intention and will be informed that they have 20 working days to access Bayside International College Complaints and Appeals Policy and Procedures, unless extenuating circumstances relating to the welfare of the student apply.

Extenuating circumstances relating to the welfare of student may include where the student refuses to maintain approved care arrangements, is missing, has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's well-being has engaged or threatens to engage in behavior that is reasonably believed to endanger the student or others, or is at risk of committing a criminal offense.

Bayside International College will not notify the Department of Education of a change in enrolment status until the internal complaints and appeals process is completed.

Students may choose to access an external appeals process as per Bayside International College Complaints and Appeals Policy. In the case of an external appeal, Bayside International College is not required to wait for the outcome of the external appeal before notifying the Department of Education of the change to the student's enrolment status.

In most cases, Bayside International College will continue to provide learning opportunities to students during the appeal process. However, where it is considered that a student should not attend classes during the appeals process, the students will be provided with work that can be completed outside of the classroom environment.

#### FEEDBACK

##### *Student Handbook*

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

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

## Rules, Regulations, and Legislations

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### CODE OF CONDUCT AND GENERAL HOUSEKEEPING

The purpose of this code is to outline the way in which students of Bayside International College are expected to conduct themselves during their participation in training and assessment and outlines students' rights and responsibilities.

#### Student Rights

All students have the right to:

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

#### Student Responsibilities

All students, throughout their training and involvement with Bayside International College, are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Have an attendance record of at least 90%

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- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to Bayside International College in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet.
- Keep copies of all assessment tasks, assignments and other evidence of work handed in.
- Make regular contact with their trainer/assessor
- Prepare appropriately for all assessment tasks and training sessions.
- Notify Bayside International College if any difficulties arise as part of their involvement in the course.
- Notify Bayside International College if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.
- Advise Bayside International College of change of address while enrolled in the course.
- For international students, comply with their student visa requirements under the ESOS Act.

Additional responsibilities for students undertaking courses that have a work placement are detailed in their *Workplace Practicum Folder*.

### Standards of Behaviour

Bayside International College Code of Conduct sets clear standards for behavior. These standards of behavior apply to all Bayside International College students and staff members.

- Demonstrate honesty and integrity
- Respect difference in people and in their ideas and opinions
- Treat one another with dignity and respect at all times

- Respect and treat others fairly, regardless of their race, ethnicity, nationality, religion, gender, sexual orientation, age or disability
- Respect the rights of others
- Help those in need
- Respect people in a position of authority
- Respect the need of others to work in an environment of learning and teaching
- Respect school property and the property of others

As an international student studying in Australia, you have certain rights and responsibilities under Australian legislation as follows.

### Education Services for Overseas Students

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia's laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS Framework and they include the Education Services for Overseas (ESOS) Act 2000, the ESOS Regulations 2001 and The National Code 2007. For more information about your rights and responsibilities under the ESOS Framework, visit the following website:

[https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Documents/Easy\\_Guide\\_to\\_ESOS\\_pdf.pdf](https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/ESOSQuickInformation/Documents/Easy_Guide_to_ESOS_pdf.pdf)

<https://internationaleducation.gov.au/Regulatoryinformation/Documents/ESOSFrameworkfactsheetfinaldraft9May2014%282%29.pdf>

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

You also have certain rights and responsibilities as discussed below.

### Workplace Health and Safety

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

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

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.

- Ensure you are familiar with Bayside International College emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and washbasins clean and tidy)

### **Drugs and alcohol**

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

### **Weapons**

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

### **Mobile Phones**

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

### **Smoking**

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

### **Food and drink in classrooms**

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

### **Computer usage**

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

- When using any Bayside International College computer, you are expected to show consideration for other users. Disciplinary action will be taken against students who fail to comply with the following regulations:
- No eating or drinking while using computers
- Keep noise levels to a minimum
- No downloading files or software, including games, music, movies, television shows, etc.
- Do not use Bayside International College computers to view, store or transmit offensive materials, including any material of a pornographic nature

- Do not change the settings of any Bayside International College computer
- If you find a faulty computer please do NOT attempt to fix it yourself. Simply notify the Trainers or Reception.
- Bayside International College reserves the right to refuse any student access to the Bayside International College computer laboratory.

To make sure that everyone has a chance to use the Internet, Internet service may be restricted to certain students at a certain time.

### **Failure to adhere to Bayside International College rules, regulations and Code of Conduct**

As per the Deferral, Suspension and Cancellation Policy & Procedure immediate suspension will be the minimum penalty faced by a student for violation of the Code of Conduct, rules, and regulations

Some violations may attract other disciplinary actions, including (but not limited to) Bayside International College official warnings.

If anything is causing you concern, please feel free to talk to your Trainers. If your Trainers cannot solve your problem, refer to the Complaints and Appeals Policy and Procedure.

### **Harassment, victimisation or bullying**

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

Anti-discrimination law defines harassment as any form of behavior that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumors, offensive jokes, ignoring someone, etc.

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

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

Examples of harassment may include:

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

Examples of victimisation may include:

- Persistent and unreasonable unfavorable treatment



- Refusing to provide information to someone
- Intentionally ignoring someone
- Mocking someone's customs or cultures
- Lower assessment of student work

Examples of bullying may include:

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

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behavior and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per Bayside International College Complaints and Appeals procedure and detailed in this Handbook.

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

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

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

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

If you feel that you are being unfairly treated, you should lodge a complaint as per Bayside International College Complaints and Appeals procedure and detailed in this Handbook.

### **National VET Regulator Act 2011**

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation that is registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011 and the Standards for Registered Training Organisations 2015. This

involves meeting a series of standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

### Privacy Policy

In collecting your personal information Bayside International College will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the Privacy and Personal Information Protection Act 1998 (NSW) and Health Records and Information Privacy Act 2002 (NSW).

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes.
- We will not disclose your personal information to another person or organisation unless:
  - We have made you aware that information of that kind is usually passed to that person or organisation.
  - You have given written consent;
  - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
  - The disclosure is required or authorised by or under law, such as the ESOS Act 2000 and National Code 2007; or
  - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

### ACCESS TO YOUR RECORDS

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

If you want to access or obtain a copy of the records we hold in your file, you must make a request in writing to the Head Trainer and Assessor using the Access to Records Request Form. There is no charge to access your records however there may be a fee for photocopying of 30 cents per page.

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

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a Bayside International College staff member. Where copies

of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

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

### **Amendment to records**

If you consider the information that we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information is amended through the Student Change of Details Form.

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

## **Living in Sydney**

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### **ENTRY INTO AUSTRALIA**

When you arrive in Australia, you will need to show your passport and incoming passenger card at a Customs and Immigration checkpoint. You may be asked questions about your stay before your passport is stamped and handed back

Once you have passed through the immigration checkpoint, you should collect your bags ensuring that you check your baggage and check that nothing is missing or damaged. If something is missing or you notice damage, go to the baggage counter and advise them of your problem. Staff at the baggage counter will help you to find missing baggage or lodge a claim for damage to your belongings.

Once you have your luggage you will go through customs where your luggage may be checked. Australia has strict quarantine laws to stop people from bringing in certain food and plant items. You should declare any items that you are bringing in on the form given to you on the plane. If customs officers decide that the item you are bringing in are not safe, they will be confiscated and destroyed. If you fail to declare or dispose of any quarantine items or make a false declaration, you may receive a fine or be prosecuted. All international mail is also screened and checked by customs.

If you want further information, visit the Australian Quarantine and Inspection Service (AQIS) website at [www.aqis.gov.au](http://www.aqis.gov.au)

## **ARRIVING IN AUSTRALIA**

### **Getting from Sydney Airport to Mascot**

Go to Airport Domestic or Airport International Train Stations Platform 1. Catch the train to Airport link trains Travel time is approximately 5 minutes.

### **Keeping in contact**

Before you leave home, you should provide your family and friends, and your education provider in Australia, with details of your flights to Australia and where you will be staying when you arrive. (Do not change these details without informing them.) Once you have arrived in Australia, you should then let your family and friends know that you have arrived safely. For safety reasons, always let someone know where you are.

### **Arranging your finances**

The currency of Australia is the Australian Dollar. Ideally, you should change your money into Australian dollars before you arrive but if you haven't, you will need to change some as soon as you arrive – you will usually be able to do this at the airport.

Once you have arrived in Sydney you can also change more money into Australian dollars at any bank or currency exchange. Note, however, that banks are not open on the weekend and while airport currency exchanges are generally open, the rate is usually not as good as with a bank.

You should not carry large sums of money with you and it is best to only have the money that you will need for the first few days and then arrange to have the rest of the funds transferred to you in Australia.

The amount you will need to bring with you will depend on whether you have already paid for your accommodation before you arrive. Think about how much money you will need to last you for a couple of weeks.

Find out more about money matters by visiting <http://www.studyinaustralia.gov.au/en/Living-in-Australia/Money-Matters>

## **ACCOMMODATION**

It is a student's responsibility to organise his or her own accommodation arrangements.

Typical accommodation costs in Sydney are as follows:

- 1 bedroom flat - \$250 to \$300 per week
- 2 bedrooms flat - \$350 to \$450 per week
- 2 to 3 bedroom flat or house - \$450 to \$550 per week

## **BRINGING YOUR FAMILY WITH YOU**

If you intend to bring your family with you, they will also need to have a visa and be covered by health insurance. Family members include your partner (married or de facto) and your children under 18 years of age. You will need to provide

proof of your family relationships with official documents including birth certificates and marriage certificates. For more details, visit [www.immi.gov.au](http://www.immi.gov.au)

Where you have dependent children that need to attend childcare or school, you should be aware of the following costs:

Typical childcare costs in Sydney are as follows:

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

Find out more at: [www.mychild.gov.au](http://www.mychild.gov.au)

School fees apply to most dependents of temporary residents in New South Wales. There are some exceptions, for further information visit the [DEC International](http://DEC International website) website.

To find out more about application processes and costs go to: [www.humanservices.gov.au](http://www.humanservices.gov.au)

You should also be aware that the above costs for childcare and schooling are in addition to living costs.

According to [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au) the figure given below is an estimate only to give an indication of the basic rate of living costs under Australia's migration regulations. The cost can vary significantly depending on where you live in Australia. The minimum cost of living estimate excluding tuition fees is:

- \$19,830 a year for the main student. This includes clothing, food, accommodation, local transportation, and entertainment.

## HEALTH AND RELATED ISSUES

### Emergencies

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

Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe.

### Fire

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

### Ambulance

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

### Medical assistance

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

### Overseas Student Health Cover

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

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

- Australian Health Management OSHC [www.ahmoshc.com](http://www.ahmoshc.com)
- BUPA Australia [www.overseasstudenthealth.com](http://www.overseasstudenthealth.com)
- Medibank Private [www.medibank.com.au/Client/StaticPages/OSHCHome.aspx](http://www.medibank.com.au/Client/StaticPages/OSHCHome.aspx)
- OSHC Worldcare [www.oshcworldcare.com.au](http://www.oshcworldcare.com.au)
- NIB OSHC [www.nib.com.au/home/newtonib/overseasstudents](http://www.nib.com.au/home/newtonib/overseasstudents)

Your OSHC will help you pay for any medical or hospital care you may need while you're studying in Australia, and it will contribute towards the cost of most prescription medicines, and an ambulance in an emergency.

For more information on what your OSHC insurance covers, as well as what to do if you need treatment, refer to the Department of Health's [Frequently Asked Questions](#) at <http://www.health.gov.au/internet/main/Publishing.nsf/Content/Overseas+Student+Health+Cover+FAQ-1#oshccover>

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

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

### **WORKING IN AUSTRALIA**

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

Visit the following website to find out more about working in Australia, including how to find a job.

<http://www.studyinaustralia.gov.au/en/During-Study/Finding-Work>

### **LIVING COSTS IN AUSTRALIA**

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

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

The basic rate of living costs under the migration regulations increases with Australia's cost of living. Under these regulations prospective student visa applicants must have access to at least the following funds to meet living costs requirements (excluding tuition fees):

- A\$19,830 a year for a student. This includes clothing, food, accommodation, transportation, entertainment and travel costs in Sydney - but excludes tuition costs.

Students must demonstrate that the funds they are relying upon to meet the costs of studying in Australia will be genuinely available to them during their stay in Australia.

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

For more information visit the Department of Immigration and Border Protection website.

### **BUDGETING**

Once you've settled in, you should ideally work out a budget that covers costs including clothing, food, accommodation, transport and entertainment, travel costs and child care, if applicable.

It is important to be aware of how much money you spend and where you are spending it. Sticking to a budget will ensure you are on top of where your money goes.

Read more about budgeting at [www.understandingmoney.gov.au](http://www.understandingmoney.gov.au)

### **SHOPPING**

All Australian major town centers and capital cities shopping facilities with opening hours generally 9.00 am to 5.30 pm seven days a week, with late night shopping until 9.00 pm on Thursdays or Fridays. Some supermarkets are open 24 hours a day seven days a week.

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

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

- loaf of bread A\$2.50 to A\$3.00;
- two litres of milk A\$2.50 to A\$2.90;
- newspaper A\$1.50 to A\$3.00;
- box of breakfast cereal A\$3.00 to A\$4.00;
- jar of instant coffee A\$3.00 to A\$4.00;
- bottle of soft drink A\$1.50 to A\$3.00;
- bottle of shampoo A\$2.50 to A\$4.50;
- bar of soap A\$1.50 to A\$2.50;
- one apple 50 cents to 80 cents;
- one banana 60 cents to 90 cents;
- beef (500 grams) A\$7.00 to A\$8.00; and
- chicken (600 grams) A\$7.00 to A\$8.00.

#### CLOTHING

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

The cost of clothing in Australia can vary. There are several quality variety stores such as K-Mart and Big W where you can find low-cost clothing and shoes of all varieties. Department and specialty stores such as Myer and David Jones carry more expensive higher-end clothing labels.

#### WEATHER

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. Students should bring clothing for hot and wintry weather, wind, rain, and strong sunshine, regardless of the time of the year.

#### Relevant Bayside International College Forms

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Please contact the Principal Executive Officer (PEO) to obtain copies of any of the forms below.

Hard copies of the policies can also be supplied on request.

**NB:** all forms below and their relevant policies will shortly be available on our (future) website.

CG4.1 - Request to Access Records Form

CG4.2 - Amendment to Records Request Form

CG6.2 - Workplace Hazard Report

CG6.3 - Safety Incident Report

CG30.2-I - Critical Incident Report

TA7.17 - RPL Application Form

#### Student Handbook

Version 2.5: Dec 2021, Approved: CEO, Next Review: Dec 2022

Australian English Colleges t/a Australian College of Hospitality and Business Management

Provider Code: 45215 | CRICOS Provider Code 03630A





AUSTRALIAN COLLEGE OF  
HOSPITALITY &  
BUSINESS MANAGEMENT

**Division of Australian English Colleges Pty Ltd**

ABN 72 606 814 019

RTO Code: 45215 CRICOS Provider Code: 03630A

G03, 247 King St., Mascot Sydney NSW 2020 Australia

Telephone: +61 2 9667 1458

E-mail: [info@bic.edu.au](mailto:info@bic.edu.au) Website: [www.bic.edu.au](http://www.bic.edu.au)

- SC12.1 - Credit Application Form
- SC14.4 - Complaints and Appeals Form
- SC15.1 - Refund Application Form
- SC16.2-I Enrolment Application Form - International
- SC16.5 - Student Agreement
- SC16.8 - Student Change of Details Form
- SC16.11 - Withdrawal Form
- SC17.1 - Unique Student Identifier (USI) Form
- SC34.1-I - Application for Deferral Form - International Students
- SC34.2-I - Application for Leave of Absence Form - International Students
- SC34.3-I - Notice of Intention to Cancel