

## Pre Enrolment Information

### ESOS Framework

Training Organisations who appear on the CRICOS (Commonwealth Register of Institutes and Courses for Overseas Students) Register are governed by the ESOS (Education Services for Overseas Students) Framework which consists of legislation including the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. These laws are in place to protect overseas students and to uphold high quality standards of education within Australian Education Institutes.

**Click here** to read important information on the ESOS Framework before enrolling at the College.

### Selection, Enrolment, Orientation

Selection and enrolment with our College is carried out in an ethical and responsible manner and we encourage people to apply for enrolment through a variety of avenues, such as: directly, through authorised agents or electronically.

We ensure that our selection processes are undertaken without any form of discrimination. Individual interviews are conducted either by College staff or by our agents who strictly monitor the requirements for entry and ensure that applicants:

- ↳ meet all the requirements,
- ↳ are well informed and
- ↳ provide us with the opportunity to identify any special requirements the applicant may have.

Students should ensure they familiarise themselves with the terms and conditions of enrolment which are on the enrolment form. Students must have a satisfactory English-language level and the College reserves the right to test students on commencement of their course (if necessary, e.g English language enrolments) to determine appropriate English language skills.

All successful applicants complete an orientation program during the first week of the course to familiarise them with the College's services, facilities and procedures. You will be advised of the exact date and time for your induction upon enrolment. You will also be told about what to bring to your orientation session (such as a pen and notepaper, passport with visa, original copies of all documentation).

Please note that you will be required to purchase any text books and equipment before your first class.

**For further detailed information about selection, enrolment and induction requirements College please read our Student Selection and Induction Policy.**

Students studying with us also have the advantage of the support facilities and resources available through our sister college, The Illawarra Business College. See for further information the facilities described at [www.tibc.nsw.edu.au](http://www.tibc.nsw.edu.au)

### Attendance, course progress and transfers

Students must attend a minimum of 80% of scheduled course contact hours and achieve satisfactory course progress in order to complete their qualification. A student who is absent from class due to illness must provide a Doctor's certificate. If circumstances arise which are making it difficult for you to successfully attend classes, the College has student support staff who may be able to assist.

Students should note that they cannot change their College until they have completed 6 months of their principal course of study without a written letter of release from their College and satisfying the College's policy on student transfers.

If you are experiencing difficulties in meeting the College's attendance requirements, please contact one of our friendly Student Support Staff who can assist you. They may suggest an Intervention Strategy to assist you.

For further detailed information about the College's attendance requirements and related support information, please read our Attendance Policy, Student Support Policy, Intervention Strategy Policy, Compassionate and Compelling Circumstances Policy and Student Transfer Policy.

### Student support services

One of the advantages of studying at Inter-Continental Colleges Pty Ltd is that you have access to a friendly and professional team who are committed to providing you with excellent support whilst studying and living in Australia. The College offers a range of support services to students, related to both academic and general welfare needs.

Inter-Continental Colleges Pty Ltd is committed to assisting overseas students settle into the Australian way of life with minimal disruption and inconvenience. Any overseas student who needs assistance during their enrolment period with the College should make an appointment to see a member of the Student Support team.

Our friendly staff will assist with the provision of any emergency telephone contact number plus information about living facilities, living conditions, banking, shopping, medical and dental services, religious services, cultural differences, recreational facilities, ethnic associations, law enforcement, etc.

Further information about the support services offered by the College are provided at induction and in our Student Support Policy.

If you need support as a student when involved in a critical incident, please make sure that you are familiar with the terms of our Critical Incident Policy.

### Privacy

The College collects information from you during the application process as well as during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

## Pre Enrolment Information

This information includes, but is not limited to, personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

For further detailed information about the College's information handling practices please read our [Privacy Policy](#).

### Student information

To ensure our student records are accurate and as a legal requirement, students must notify the College immediately upon any change to their personal details (such as name or address).

### Overseas Student Health Cover

It is a condition of a Student Visa that students maintain adequate health insurance for the duration of their visa. Overseas Student Health Cover (OSHC) can assist students to meet the costs of medical and hospital care if needed in Australia.

OSHC does not cover costs such as dental, optical, physiotherapy services or treatment of conditions existing prior to arrival in Australia. It is not general travel insurance, and will not cover the loss of personal items (eg. camera, laptop).

From 1 July 2010, student visa applicants must obtain OSHC for the proposed duration of their student visa; to facilitate this, OSHC for your total student visa duration must be purchased when accepting your offer of admission. Your electronic Confirmation of Enrolment (required for student visa application) cannot be issued until this payment is received. Information about this change has been posted on the DIAC website.

The College's preferred OSHC provider is Australian Health Management, and the OSHC Fees are available on the AHM website.

It is the responsibility of each student to ensure that they maintain OSHC throughout their stay in Australia and that the OSHC coverage matches the actual dates of their student visa.

Further detailed information about OSHC is provided on the DIAC website ([http://www.immi.gov.au/students/\\_pdf/oshc-faq.pdf](http://www.immi.gov.au/students/_pdf/oshc-faq.pdf)) and the Department of Health and Ageing website (<http://www.health.gov.au/internet/main/publishing.nsf/Content/privatehealth-consumers-overseascovers.htm>).

### Course Credit (Recognition of Prior Learning (RPL) & Credit Transfer)

The College encourages students to apply for Course Credit (this includes Credit Transfer and Recognition of Prior Learning). For students wishing to claim exemptions in their studies, they are required to complete a Course Credit Form and will be assisted by a staff member to ensure guidance is provided on the type and amount of evidence to be gathered to support the request.

Requests are assessed by appropriately qualified staff within 10 days and written notification on the outcome is provided as soon as practicable to the applicant and recorded on the student's file.

When assessing applications we recognise both AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations and TAFE.

Students should note that if they are granted Course Credit, their student visas may be affected as the duration of their course may be altered. Students should discuss their course issues with their agent or with the College's enrolment staff. Information about visa conditions should be obtained from DIAC ([www.immi.gov.au](http://www.immi.gov.au)).

For further information about the College's RPL processes, please read our [Course Credit Policy](#).

### Language, Literacy and Numeracy Support

Our Colleges considers that language, literacy and numeracy (LL & N) needs of all individuals are important. In order to support students in this area, the College provides a range of Support English classes whilst completing courses. When necessary and appropriate, adjustments are made to methods of delivery and assessment, to suit the needs of individuals so that they will have a reasonable chance of success in their course.

### Learning and Assessment

Our College is committed to providing a flexible and equitable process for both learning and assessment by examining the student group and individual student special requirements when deciding upon delivery and assessment modes, methods and tools.

The College defines flexible learning and assessment as an approach to education which offers the student a number of choices in what to learn, how it is learnt and assessed, when and where learning and assessment occurs.

Flexible learning and assessment practices are introduced into the classroom by using approaches that loosen the constraints of class room based face-to-face delivery. While the class-room-based teaching is the main way in which classes are conducted, staff do have opportunities to engage in teaching and conducting assessments via a variety of means such as:

- Presentations and role-play activities;
- Demonstrations and observations;
- Short answer tests and assignments
- Class excursions to experience 'real-life' scenarios.
- CD / interactive based resources;
- Self-paced DVD resources;
- Online and/or web-based resources;

## Pre Enrolment Information

If a student believes that they will require special consideration with either learning or assessment they may speak with the trainer or contact student services.

### Employability skills

Employability skills are embedded in training and assessment. Information on the employability skills relevant to your qualification can be obtained by visiting this website and keying in the national code for the qualification: <http://employabilityskills.training.com.au>. Information on employability skills is also contained on the College website.

### Student Complaints & Appeals Procedure

Our College endeavours to create a positive learning environment and provide student support services which are fair, friendly and supportive, where students are encouraged to learn without being treated unfairly or subject to harassment.

We recognize that from time to time misunderstandings and issues arise which require a formal complaints handling process. The College has developed an equitable Student Complaints and Appeals Policy which should be used by students who wish to make a complaint or appeal. The College has a fair and open Complaints Policy to address any student concerns or appeals and provides that outcomes are recorded in writing.

The availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

For further information about complaints handling processes, please read our [Student Complaints and Appeals Policy](#).

### Student conduct

All students are required to behave appropriately whilst studying at the College. This means students must not act in a manner which causes distress to other students or staff or breaches relevant legislation such as the Racial Discrimination Act or Anti Discrimination Act. The College also requires students to dress appropriately.

Students enrolled at the College are required to abide by the Student Code of Conduct which sets out minimum standards of behavior expected of students.

Where a student misbehaves, the College may take disciplinary action which can result in the suspension or cancellation of a student's enrollment.

For further information about the College's policy in this area, please read our [Student Code of Conduct](#) and [Suspension, Cancellation or Deferment of Enrollment Policy](#).

### Student Deferral, Suspension and Cancellation of Enrolment

Student enrolment can be deferred, suspended or cancelled in limited circumstances by College management or by the student. These circumstances include but are not limited to: compassionate and compelling circumstances, student misbehaviour, plagiarism, serious illness or injury substantiated by medical certificate, bereavement of close family member (substantiated by death certificate where possible, major political upheaval or natural disaster, or traumatic experience substantiated by relevant evidence. When deferral, suspension or cancellation of enrolment is initiated by the College, students have the right to appeal the decision both through internal and external avenues.

Overseas students who wish to apply for leave of absence must notify the College in writing in advance stipulating the reason for the leave and supplying documentary evidence to substantiate the request (e.g. medical certificate, death notice, etc). The duration of the leave applied for must be consistent with the reason given and should not exceed one semester.

For further information about this, please read our [Suspension, Cancellation or Deferment of Enrollment Policy](#) and our [Compassionate and Compelling Circumstances Policy](#).

### Access and Equity

All personnel working at our College abide by the principles of access and equity and ensure that they behave in a non discriminatory manner as outlined in our Code of Practice. Students are treated fairly and equitably at all times and are advised on equal opportunity and discrimination issues. Equity policies are set by management and advised to staff and students. Where a student has a concern regarding their treatment they should refer to the College's [Complaints and Appeals Policy](#).

### Fees and Charges

The College imposes course fees and charges for its training services. For information on individual course fees please refer to Courses section of our Website. For information on payment of fees refer to Student Fees and Charges Policy. Students should note that course fees are normally payable at least one semester in advance. Detailed information on fees payable by a student is contained in their letter of offer.

Students should be aware that by signing the enrolment form and student agreement, they agree to pay the full fees charged by the College. The College also reserves the rights to change its fees and conditions, cancel or defer courses and to alter course timetables and class locations at any time without notice.

Any requests for payment of course fees in instalments should be applied for prior to confirmation of enrolment.

For further information please read our [Student Fees and Charges Policy](#).

### Refunds

In line with AQTF and ESOS regulations refunds are issued only as per the conditions outlined in our Student Refund Policy. The terms of the College's refund policy are outlined on the reverse side of the enrolment form as well as contained on this website and in the student handbook.

For further information please read our [Student Refund Policy](#).

Further information in relation to any of the above issues is available from the College on 9791 6555 or College website.

### School aged dependants

Any school aged dependants accompanying international students to Australia will be required to enrol in a school in Australia. These students can attend a government school or private school and full fees must be paid.

## Pre Enrolment Information

For more information about visas for dependants of student visa holders, please see the DIAC website: [www.immi.gov.au](http://www.immi.gov.au)

### Access to records

The College maintains a record of training for every student. If a student does not have an up to date copy of their training record, they can request one from their course co-ordinator. Once a student has successfully completed nationally recognized training certification is issued and sent to candidates within 21 days of completion. In the event that a student needs a replacement statement of attainment or qualification after they have completed training, they must submit a written request to administration.

### Legislative compliance

The College complies with all legislative requirements relevant to training delivery and assessment in the vocational sector and also the national/state health and safety, workplace harassment, anti-discrimination and privacy legislation. Any legislative or regulatory requirements that are relevant to a program will be made known to the learner prior to, or during, the first session.

### Reasonable adjustment

The College is committed to providing training and assessment services that reflect fair and reasonable opportunity, and consideration for all regardless of race, colour, religion, gender or physical disability. Trainers and assessors apply the principle of reasonable adjustment where it is relevant and appropriate. If a learner/client has a concern or query about an issue they should speak with the trainer in the first instance or the National Manager if it is more appropriate.

Further information is available in our [Improper Conduct Policy](#) and [Disability Policy](#).

### Student Manual

Important information for students about the College is contained in the [Student Manual](#). All prospective students should read this manual available on the College website. Students should check this page regularly as updates are published from time to time. Please also read our [General College Information](#).