

Information for Prospective International Students



Welcome to Our College!

Start your Australian study adventure with confidence!

Discover what it's like to live, learn, and thrive in Australia while studying at our College — where every student is supported to succeed.

This document gives you a clear overview of what to expect as an international student — from how you'll study and be supported, to the exciting opportunities that await you on and off campus.

Together with our College website, it's your guide to making the most of your education and embracing everything Australia has to offer.

Study in Bankstown – A Melting Pot of Cultures

Bankstown is one of Australia's most diverse and friendly communities — an ideal place for international students. Bankstown is a suburb of Sydney, only 35 mins by train from Sydney CBD. Known for its warm, multicultural spirit, Bankstown brings together people from around the world to live, learn, and thrive.

You'll feel at home among residents from countries such as Lebanon, Egypt, India, Vietnam, China, Korea, Thailand, Indonesia, the Philippines, Greece, Africa, North Macedonia, Poland and many other countries in Europe. This rich cultural mix means you'll enjoy incredible food, languages, festivals, and traditions all year round.

The area is full of cafés, restaurants, and shops catering to every taste — from your favourite dishes from home to exciting new flavours. You'll also find community centres, schools, and places of worship that welcome people from all faiths and cultures.

Lifestyle and Location

Bankstown offers over 1,090 hectares of beautiful parks and open spaces for you to relax, study outdoors, or explore with friends. Popular spots include Bankstown City Gardens, Sylvan Grove Native Garden, and the Georges River National Park — perfect for picnics and weekend adventures.

Our College is conveniently located in the heart of Bankstown — just a 3-minute walk from the train station, bus stops, and shopping centre. There's parking right across the road, and the Bankstown Sports Club nearby offers restaurants, cafés, live entertainment, and a UFC gym — perfect for staying active and social.

Studying in Bankstown means being part of a supportive, multicultural community where education, lifestyle, and opportunity come together.

Working While You Study

International students on a Student Visa can work:

- Up to 48 hours per fortnight during study periods
- Unlimited hours during official holiday breaks

It's a great way to gain work experience and support yourself financially while studying in Australia.

Before You Enrol

At our College, we want every student to understand:

- What and where you'll study
- How your progress will be assessed
- Your responsibilities as a student
- Your obligations to the College and to Australia

We offer more than just education — we provide a supportive and inclusive environment where you can succeed both academically and personally.

Student Support Services

We understand that moving to a new country can be both exciting and challenging. Our friendly support team is here to help you settle in and succeed.

We offer:

- Advice on living in Australia
- Help finding community or cultural support
- Referrals to religious or cultural groups
- Moral and emotional support if you feel homesick

Students must always comply with their Student Visa conditions — and we'll help guide you through that too.

We're Here for You

Australia has a fantastic lifestyle ranging from the relaxed country to a cosmopolitan lifestyle in the various city areas — we'd love you to come to join us, but remember to do some homework first about what you may expect from life in Australia.

From your first enquiry to graduation day, we're with you every step of the way. If you have questions or need support — just reach out.

We're always here to help you succeed.

✉ **Contact Us:** sydney@intercontinental.edu.au | ☎ **Phone:** +61 2 9791 6544 | 🌐 **Visit Our Homepage** www.intercontinental.edu.au

Life in Australia

To prepare for your new life, we recommend reading the Australian Government's 'Life in Australia' booklet.

Download '[Life in Australia](#)'

Available in multiple languages, it explains:

- Australian culture and values
- Everyday life and customs
- Your rights and responsibilities
- Community expectations

Note: You may be asked to sign a Values Statement as part of your visa application, confirming your understanding and respect for Australian values.

The following extract from the Australian Government's booklet '[Life in Australia](#)' may help you decide:

Australian Values

“As part of the visa application process, many visa applicants must confirm that they will respect Australian values and obey the laws of Australia.

Australian values include respect for the equal worth, dignity and freedom of the individual, freedom of speech, freedom of religion and secular government, freedom of association, support for parliamentary democracy and the rule of law, equality under the law, equality of men and women, equality of opportunity and peacefulness. They also include a spirit of egalitarianism that embraces fair play, mutual respect, tolerance, compassion for those in need and pursuit of the public good.

It is also important to understand that English is the national language and is an important unifying element of Australian society.

These values provide the basis for Australia’s free and democratic society. They include:

- *respect for the equal worth, dignity and freedom of the individual*
- *freedom of speech*
- *freedom of religion and secular government*
- *freedom of association*
- *support for parliamentary democracy and the rule of law*
- *equality under the law*
- *equality of men and women*
- *equality of opportunity*
- *peacefulness*
- *a spirit of egalitarianism that embraces tolerance, mutual respect and compassion for those in need.*

There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live. Many Australians contribute to the community in their daily lives. They may demonstrate this through caring for the environment, lending a hand and working together in times of need in pursuit of the public good. Australia has a strong tradition of ‘mateship’, where people provide help to others voluntarily, especially those in difficulty. A mate is often a friend but can also be a spouse, partner, brother, sister, daughter or son. A mate can also be a total stranger. There is also a strong tradition of community service and volunteering.

The values outlined above have been promoted and discussed by Australians over many years. They have helped Australia to welcome and integrate successfully millions of people from many ethnic groups and cultural traditions.

Australia’s cultural diversity is a strength which makes for a dynamic society. Within the framework of Australia’s laws, all Australians have the right to express their culture and beliefs.

But at the same time, all Australians are asked to make an overriding commitment to Australia – its laws, its values and its people.”

College Facilities

Our campus is located at 44 Raymond Street, Bankstown, in a convenient and central location.

The premises are modern, air-conditioned, and carpeted to provide a comfortable learning environment. We also have an on-site, fully equipped commercial kitchen and a training restaurant that is open to the public.

The College has been recently refurbished, and we’re proud to offer a modern, welcoming, and professional study environment for all students choosing to study in Australia.

Facilities at the College include:

- Approximately 2,000 square metres of learning, recreation and office premises spread over 2 levels;
- 15 theory classrooms;
- 3 computer labs;

- Student library with lounge, laptops, access to additional learning and workbook resources as well as radio/CD player, earphones, leisure reading for additional English language practice;
- Student computers for use outside class time with free Wi-Fi;
- Simulated area with office equipment for students undertaking courses in the BSB Business Services Training Package;
- Bike rack for students cycling to the College;
- Shower and change-room facilities for students;
- Student recreation area with lounges, tables, chairs, student lockers, refrigerators, microwaves, toasters, crockery and cutlery, chess sets, cards, games, television and radio/CD player;
- Restaurant on-site with discounted snacks and meals available for all students;
- On-site outdoor eating area

Personal Safety and Security

Your safety and wellbeing—both on and off campus—are very important to us. We want to make sure your time studying in Australia is safe, comfortable, and enjoyable.


Our campus is monitored by CCTV security cameras 24/7, and we have bright lighting throughout the area at night to help keep you safe at all times.

Safety is a shared responsibility. If you see anything unusual, feel unsafe, or something concerns you, please report it immediately to Daniella Kulevska or another member of our Student Support Team. You can speak to them in person at Reception or contact them by phone.

If you're on campus and feel unsafe or are unsure about a situation:

- ☞ go directly to the nearest trainer or to Reception for help.
- ☞ in an emergency (e.g., serious accident, danger, or if someone is badly hurt), call 000 for Police, Fire, or Ambulance.

If you are involved in a critical incident affecting your safety, health, or wellbeing (for example, a serious injury or emotional crisis), please call the College's **Critical Incident Support Line** on:

 **0423 428 467** (*available for urgent help*)

Remember, we are here to support you. Don't hesitate to speak up if you're unsure or need help.

Costs of Living and Accommodation in Australia

Before you begin your studies and travel to Australia, it's important to plan a budget. This will help you manage your expenses when you arrive, including:

- Accommodation
- Food
- Public transport and travel
- Utilities (electricity, internet, etc.)
- General living expenses
- Tuition fees

You must have enough money to cover your living and study expenses before leaving your home country. While your visa may allow you to work in Australia, you should not rely on work income to pay for tuition or living costs.

Accommodation Options

In Bankstown, you can choose from several types of accommodation:

- Home unit
- Townhouse or villa
- Free-standing house (with a garden – ideal for families)

These usually have 1 to 4 bedrooms and include:

- A kitchen
- Bathroom
- Lounge room
- Dining area
- Internal toilet


Average Rental Costs

Rent in Bankstown typically ranges from \$400 to \$600 or less per week, depending on whether you are sharing accommodation, the type and size of the property.

Electricity, internet, and phone bills are additional.

Sharing accommodation with others can help lower your weekly expenses.

The College can provide you with a list of local real estate agents to help you find suitable accommodation.

 Don't forget to include extra costs in your budget if your spouse or children will be coming with you. School-aged children must pay full tuition fees if they attend private or government schools in Australia.

Student Support Services

At our College, we understand that moving to a new country can be a big adjustment. That's why we provide a range of support services to help you succeed both academically and personally during your stay in Australia.

Our Student Support Team is friendly, experienced, and here to help you settle into life and study with as little stress as possible.

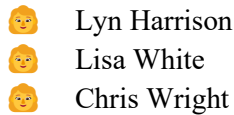
We can assist you with:

- Emergency contact numbers
- Accommodation and living arrangements
- Opening a bank account
- Local shopping and transport
- Medical and dental services
- Religious services
- Understanding cultural differences
- Law enforcement information
- Local community and recreation
- Ethnic and cultural associations

If you need help, make an appointment with a member of the Student Support Team at **Reception**.

Supporting You During Your Stay

If you experience any personal, academic, or emotional difficulties while studying, we encourage you to speak with one of our Student Counsellors:



Just go to Reception to book an appointment.

Our counsellors can help connect you with services such as:

- Accommodation and housing support
- Health and medical services
- Legal aid
- Financial counselling
- Religious and community groups

We also encourage you to take part in student activities like group outings and excursions. These are great opportunities to meet other students, make friends, and feel more at home in Australia.

Adjusting to Life in Australia

Studying in a new country can be exciting but also challenging. We're here to help you feel supported and confident as you adapt to your new environment.

Please speak to our support team or counsellors if you:

- Feel homesick or isolated
- Need help with practical matters
- Want to know more about the local area

You're never alone — we're here to help you every step of the way!

Academic Support

If you need help with your studies, we provide **FREE PERSONALISED STUDY CLASSES EVERY WEEK**, generally on Wednesdays. These classes are conducted by our qualified trainers and run all day from 9am to 5pm. Of course, you may wish to only attend for part of the day, and you may come back each week for as long as you need this support.

If you wish to take part in these workshops, make an appointment with the Training Manager by contacting reception. The Training Manager will arrange for an assessment of your individual support needs. If you cannot attend an arranged assessment, you must provide us with a medical certificate or other evidence about why you failed to attend. In addition to attending the free study workshops, you will be given a login to access additional resources on the intranet to help you gain additional knowledge and skills.

The academic support you may be offered includes:

- Additional tuition in basic computing skills;
- Study skills;
- English language comprehension and writing skills; and
- Language, Literacy, Numeracy and Digital support.

The workshops are not generic. This means that the trainers are there to help you with your specific problem or study issue. It's personalised tuition at no cost to you!

From time to time, the College also offers basic computing and keyboarding classes to assist with developing your computing skills.

Online Support

If part of your learning activities includes an online component, you will be supported in undertaking these tasks.

You should first contact your trainer for any help you need. Your trainer will already be checking your log-ons and time spent online as well as reviewing activity reports for your tasks. Approach your trainer if you need help to complete any of the online activities before they are due.

If you need more help than your trainer can give you in class, make an appointment with the Training Manager so that you can attend the free weekly study workshops. During that workshop, you will be given personalised help with all your study questions.

Pre-Requisites

Prospective students should note that there may be some pre-requisites for some of our courses. Students need to meet the entry requirements as stipulated on the Australian Government's website: training.gov.au.

Disability Support

If you have a disability, your trainer will arrange for additional support for you such as the use of adaptive technology, alternate font size and assessment support.

Further information about the support services offered by the College is provided at induction as documented in our Student Support Policy.

Enrolled students should make themselves familiar with the College's Critical Incident Policy and the information contained on the Student Portal regarding emergency contacts.

Selection, Enrolment, Orientation

Selection and enrolment with our College are 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 - once we receive an application for enrolment - 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.

To enrol with our College, international students should:

1. complete the relevant Enrolment Form, sign and submit the form to us (or their educational agent), with the following documents in English:
 - a) Authenticated transcripts* of relevant academic records (higher school certificate or higher-level qualifications)
 - b) Proof of English language ability – a minimum level of 6.0 IELTS or equivalent is required or proof that you have studied in Australia in the last two (2) years. The IELTS (or equivalent) certification must not have been issued more than two years ago. If you have a lower level of English language ability, we can refer you to our sister College 'English Academy' that offers English language classes from beginner to advanced levels, including Preparation for IELTS.
 - c) Completed Genuine Student Requirements Form following an interview with your education agent or College representative. These forms allow the College to determine whether the course you have selected is the right course for you. In some circumstances, the College may recommend an alternative course of study based on your responses in the Genuine Student Requirements Form.

- d) The completed 'Genuine Student Requirements' information you provide is used to demonstrate that you are a genuine student.
- e) Any additional documentation to support your application (e.g. resume, course credit application form, references, etc.).
- f) Applicants from certain countries will also need to complete a 'Financial Declaration' form which is a requirement of the Department of Home Affairs (Immigration authorities).
- g) Applicants should check Australia's Student Visa requirements for their own country on <http://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#eligibility>
- h) **REMEMBER: Review your Visa Application carefully before you submit the application on the Department of Home Affairs website.**

Note:

- The Department of Home Affairs or its successors also provides information as to detailed English language requirements for international students. The link above provides all the relevant information required.
- If you wish to submit documents in a language other than English you may do so, but they must be accompanied by a translation from a certified translator or a Public Notary.

Authenticated transcripts must be:

- i. Original documents (i.e. testamur and transcript of results) provided by the applicant to an authorised College representative (e.g. agent or staff member)
 - ii. Copies of the original documents (i.e. testamur and transcript of results) provided by the applicant which have been either:
 - ✓ Notarised by a Public Notary, Justice of the Peace or equivalent authority in the country of origin
 - ✓ Verified as a true and correct copy of the original documents by an approved College representative (e.g. agent or staff member)
2. Successful applicants will be issued a Letter of Offer together with a Written Agreement and a Tax Invoice.
 3. The signed Written Agreement is required to be returned by the student together with payment of a deposit to secure your place in the course – please note this must be returned before your enrolment can be confirmed.
 4. An electronic Confirmation of Enrolment (eCoE) is then issued. Students need this eCoE to prove to the Australian government authorities that they have secured a place in a course in Australia.

Note: Occasionally, we may issue a Conditional Letter of Offer if some entry requirements are not fully met. Applicants with a Conditional Letter of Offer need to meet the conditions of the offer prior to finalising their enrolment and enrolling in specific units of study.

Students should ensure they familiarise themselves with the terms and conditions of enrolment which are on the Enrolment Form as well as on the Letter of Offer (for international students). The College reserves the right to test students on commencement of their course (if necessary, e.g. English language test) to determine appropriate English language skills.

All successful applicants attend an orientation program during the first week of the course to familiarise them with the College's services, facilities and procedures and the local community. 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 textbooks and equipment before your first class.

All our courses for international students are full-time, requiring attendance for a total of 20 hours per week, face-to-face, including up to 25% online study.

Domestic students may undertake our courses either full-time, part-time, online or via distance education or on-the-job. Domestic students should contact the college directly for further enrolment information.

For further detailed information about selection, enrolment and induction requirements at the College please refer to our Student Entry Requirements, Selection and Induction Policy.

Foundation skills

Foundation skills underpin vocational skills and are an integral part of vocational competency. They are the basic skills that your training is going to be built on – the foundations on which your skills will be based.

All courses that we offer (i.e. training package qualifications) include information on the Foundation Skills (Employment skills and language, literacy, numeracy and digital skills) that are required by qualifications and units of competency.

Foundation skills are embedded in our training and assessment strategies. Students requiring extra assistance with their Foundation Skills should talk to their trainer or the Training Manager or the National Manager – remember, they are all here to help you - the student.

Language, Literacy, Numeracy and Digital Support

Our College considers that Language, Literacy Numeracy and Digital Support (LLND) needs of all individuals is important. The College will assess your LLND skills during your pre-enrolment using its internal LLND Pre Training Test at the start of your course so that we can determine whether you need any additional support during your studies.

In order to support students in this area, the College offers a range of support mechanisms eg; English classes or online support. When necessary appropriate, adjustments are made to methods of delivery and assessment, to suit the needs of individuals so that they will have the best opportunity to successfully complete their course.

Course Credit - Recognition of Prior Learning {RPL} & Credit Transfer {CT}

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 Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations.

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 Department of Home Affairs (www.homeaffairs.gov.au) or its successors.

For further information about the College's Recognition of Prior Learning and credit processes, please refer to our Course Credit Policy.

Course progress and transfers

It is a condition of Study Visas that students must maintain 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 students to successfully maintain course progress, the College has student support staff who are able to determine and implement mutually-acceptable intervention strategies to assist in overcoming those difficulties. Intervention strategies can include services such as additional study support, counselling, mentoring with other students, English-language support.

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 the relevant College and satisfying the College's policy on student transfers.

Enrolled students should make themselves familiar with the College's Policies and Procedures relating to students as well as the information contained in the Student Handbook, all of which are available on the student portal on the website following completion of the student's enrolment.

Policies that students should particularly familiarise themselves with are our Satisfactory Course Progress Policy, Student Support Policy, Intervention Strategy Policy, Compassionate and Compelling Circumstances Policy, Assessment Complaints and Appeals Policy and Student Transfer Policy.

Fees and Charges

The College imposes tuition fees and charges for its training services. For information on individual tuition fees please refer to the relevant section of our Website. For information on payment of fees refer to the College's Fees Policy. Students should note that;

- The College defines a study period as one semester (six months).
- Most courses are made up of two or more study periods, although some courses do not run for a full semester.
- Tuition fees are normally payable at least one semester in advance, but no more than 50% of the total tuition fees due will be charged by the College in advance. Students, however, can choose to pay more than 50% of the total tuition fees prior to the commencement of their course.
- Official College receipts are always issued for all monies received from, or on behalf of, students.
- Students should also note that educational agents are authorised to only accept tuition fees on behalf of the College in the same manner as though being accepted by the College itself. Students must always receive a receipt from the educational agent for any tuition (or other) fees paid to the educational agent.
- Once a student has commenced the course, tuition fees for second and subsequent study periods will fall due within 14 days prior to the commencement date of the second study period.
- In the case of a course with a duration of less than one semester, all tuition fees and any additional charges are fully payable in advance.
- Detailed information on fees payable by an international 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.
- It is the student's responsibility to ensure they retain a copy of the College's enrolment form and any receipts issued by the College for tuition fees and/or other payments made.
- Any requests for payment of tuition fees to be paid in instalments should be applied for prior to commencement of study.

For further information please refer to our Fees Policy.

Refunds

In line with VET Quality Framework and ESOS regulations refunds are issued only as per the conditions outlined in our Student Refund Policy. Students should note that refunds are not automatically granted. The terms of the College's refund policy form part of the training contract and are outlined on the Enrolment Form and the Letter of Offer, both of which together make up the Enrolment Contract. The Refund Policy is publicly available on our website and in the Student Handbook (available to students following their enrolment).

For further information please ensure you refer to our Refund Policy.

School-aged Dependents

Any school aged dependents 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. For more information about visas for dependents of student visa holders, please see the Department of Home Affairs (<https://www.homeaffairs.gov.au/>) or its successor's website.

Unique Student Identifier (USI)

All students studying in Australia must have a Unique Student Identifier (USI). This is a unique method of identifying students and to ensure that any training results are retained in a central system and students can access their full transcripts at any time. This USI should be obtained by students prior to the commencement of training by applying to The Registrar at www.usi.gov.au.

If students prefer, the College can apply for a USI on a student's behalf if the student requests this to be done and has authorised the College in writing to do so on the relevant form available from the College's administration.

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 2018; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. 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 2018.

Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) and/or agencies and the TPS Director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

The College, in some circumstances where the student requests us to do so, may apply for a Unique Student Identifier (USI) on the student's behalf. If the student requests the College to apply for a USI for the student, the student must read the relevant USI Privacy Policy and complete the relevant USI Application Form authorising the College to apply online for a USI for the student. The College will destroy the relevant USI Application Form as soon as the application has been lodged online.

For further detailed information about the College's information handling practices please refer to our Privacy Policy on the College website.

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).

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 Department of Home Affairs 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 [Private Health](#) government website or its successors.

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 classroom based face-to-face delivery. While the classroom-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.

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.

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 recognise 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 and Appeals 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 refer to our Complaints and Appeals Policy on the College website.

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.

Enrolled students should make themselves familiar with the College's Student Code of Conduct as well as the Suspension, Cancellation or Deferment of Enrolment Policy on the Student Portal.

Student Contact Details

It is a legal requirement to ensure that our student records are accurate. Students must notify the College immediately and no later than seven (7) days after the change of any change to their personal and/or contact details such as change of name or change of residential address. Failure to do so means that students will have breached

their visa conditions. Students should remember that providing your current address to the College assists us in helping you to maintain your safety in Australia.

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. Students are advised that deferral, suspension or cancellation of studies could possibly affect their student visa.

Enrolled students should make themselves familiar with the College's Suspension, Cancellation or Deferment of Enrolment Policy and our Compassionate and Compelling Circumstances Policy on the Student Portal on the website.

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 on the College website.

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 Trainer. From 1 January 2015, students have been able to access their academic record through the USI system.

Once a student has successfully completed their course, they must lodge a Request for Documentation through the College's Student Services Department. Certification is issued once all results have been finalised and any outstanding tuition fees having been paid in full.

Please note: if a candidate has any outstanding tuition fees remaining, this will result in the delay in recording results and the issuing of any relevant formal documentation.

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 and the relevant fee to the College's Student Services Department.

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.

Enrolled students should make themselves familiar with the College's Improper Conduct Policy and Disability Policy available on the Student Portal.

Student Handbook

Important information for enrolled students about the College's policies and procedures, the local environment, living in Australia, and other important information regarding the Australian way of life and culture is contained in the College's Student Handbook, available on the Student Portal following enrolment.

All enrolled students should read this Handbook which contains important information regarding Settling-in, Studying at the College, Social and Cultural Issues, including emergency contact details, beach safety, etc.

Non-Guarantee

Please note: The College does not guarantee any migration or education outcomes for students enrolling in any of our courses and none of our Education Agents are permitted to give any such guarantees.

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.

Australian Consumer Law

Students should be aware that their rights are protected by Australian Consumer Laws and that signing of their written agreement does not take away these rights.

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 (<https://www.education.gov.au/esos-framework>).

These laws are in place to protect overseas students and to uphold high quality standards of education within Australian Education Institutes.

Please refer to the above-mentioned Australian Government website to read important information on the ESOS Framework before enrolling with our College.

We hope that the above information has been of assistance to you.

If you require any additional information in relation to any of the above issues, please do not hesitate to contact us on +61 2 9791 6544 or by email at sydney@intercontinental.edu.au or via the “Contact Us” tab on the main menu.

We look forward to meeting you and working with you to make your studies a very rewarding experience.