



Bridge Business College

Bridge Business College Pty Ltd trading as Bridge Business College ABN 98 054 574 819 Provider No. 01107C

International Student Handbook



INTERNATIONAL STUDENT HANDBOOK

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WELCOME

The Management and staff of Bridge Business College extend a warm welcome to you.

Bridge Business College is committed to high standards in the provision of vocational education and training and other student services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist students achieve the best possible outcome.

Bridge Business College will ensure that you will receive the opportunity to fulfil your personal potential during your training, and every endeavour will be made by staff to accommodate your individual needs.

The contents of the Student Handbook will be discussed with you during the induction program. Therefore, it is important to bring this handbook with you to the induction and keep it safe during your training, as it will provide additional guidance and answers as you progress throughout your training.

In this handbook, you will find information about Bridge Business College, policies and procedures together with other information you may have to refer to.

We sincerely hope your time at Bridge Business College is a memorable and productive learning experience.

BRIDGE BUSINESS COLLEGE CONTACT DETAILS

1. Bridge Business College
CRICOS Provider Number 01107C
333 Kent St
SYDNEY NSW 2000

Tel: (612) 9299 4999
Fax: (612) 9262 4654
Email: admin@bridgebc.com.au

2. **STAFF CONTACT NAMES & TITLES**

- Kiaran Green , Principal
- Veena Ram, Director of Studies
- Andrew Green, Head of Student Services
- Stephanie Blackett, Student Services Officer
- Lauren Keating, Student Services Officer
- Faith Wellins, Enrolments Administrator
- Gina Dainty, Receptionist

CODE OF ETHICS

1. Bridge Business College shall at all times act with integrity in dealings with all students and members of the community.
2. Bridge Business College shall adopt such policies and practices to ensure the quality of vocational education and training programs offered are relevant and in accordance with:
 - a. NSW Vocational Education and Training Accreditation Board (VETAB) and Australian Quality Training Framework (AQTF) National Standards for Registered Training Organisations
 - b. Commonwealth/State legislation and regulatory requirements.
 - c. Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
 - d. The Education Services for Overseas Students Act 2000 (ESOS).
 - e. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.
3. Bridge Business College will ensure:
 - a. the provision of adequate facilities in which to conduct training programs
 - b. the employment of qualified staff and maintenance of staff training sufficient to deliver programs on an on-going basis
 - c. the accuracy of any marketing and promotional advertising material
 - d. compliance with an acceptable refund policy
 - e. compliance with current Occupational Health and Safety and Duty of Care requirements
 - f. the maintenance of adequate records and security of all current and archival records
 - g. student access to their records upon request
 - h. the maintenance and continual improvement of a Quality Assurance System
4. Bridge Business College undertakes to maintain quality training and to uphold the highest ethical standards.
5. Bridge Business College undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with this code of ethics.
6. Bridge Business College shall refrain from associating with any enterprise, which could be regarded as acting in breach of this code of ethics.

CANCELLATION AND REFUND POLICY

1. Notification of Cancellation - ITEMISED REFUND must be made in writing to Bridge Business College:
 - a) **Prior to the Course Commencement date**
 - Enrolment fee is not refundable
 - If 90 days or more written notification of cancellation is given before the course start date, **90%** course fee already paid will be refunded.
 - If 28 or more written notification of cancellation is given before the course start date, **75%** course fee already paid will be refunded
 - If 27 or less written notification of cancellation is given before the course start date, **50%** course fee already paid will be refunded.
 - b) **After the Course Commencement date**
 - Enrolment fee is not refundable
 - Courses fees will not be refunded after commencement of the course
 - c) **Exception**
 - Course fee is refunded in full (except Enrolment fee) if a valid visa application is rejected.
 - All fees will be refunded in case of Bridge Business College cancelling or ceasing to provide a course.
 - Special circumstances which Bridge Business College finds to be beyond the control of the student. All claims in this situation must have written evidence.
2. There are no refunds for public holidays or days you miss due to sickness or other reasons
3. There are no refunds for cancellation, withdrawal or a decision to change providers, after the commencement of the course
4. There are no refunds for any student who breaches their visa conditions or fails to meet course requirements.
5. In the case of provider default, refund cannot be covered by a written agreement. For international student such situations are covered by the ESOS Act 2000 and the ESOS Regulation 2001
6. Tuition fees are not transferable to another student or another institution.
7. **Commencement of the course is defined as the course start date in the first Enrolment form** submitted by the student or agent and not subsequent changes to the starting date.
8. Any changes of enrolment details requiring the creation of a new CoE(s) will attract Administration Fee
 - a) Before the visa approval - \$150.00 (Changing CoE fee)
 - b) After commencement date this also includes change of course - \$150.00
9. Where a visa has not been received in time to start a course on the agreed date, the student must contact Bridge Business College I writing and they will be offered another starting date without extra charge otherwise clause A , B above will apply.
10. All refunds will be in Australian Dollars (AUD) or equivalent foreign exchange value at the time of the refund. Payment of refunds will not be made directly to students in Australia but sent to the student's overseas address or through the Immigration agent.
11. Refund will be made within 28 day off receiving your written request.
12. This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's Consumer Protection Laws or pursue other legal remedies compatible with Commonwealth or State Laws Students must keep their contact details, address in Australia up to date at all times and notify the College of any changes.
13. Students should go the following weblink and read about your rights as an International Student studying in Australia. http://aei.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork_pdf.pdf
14. This refund policy may change over time in line with changes to college policy or government legislation.
15. This refund policy and our fees charged may change over time in line with changes to college policy or government legislation. The refunds referred to are net amounts only received by the College and do not include any service charge or commissions levied by your agent or intermediaries acting on your authority

CHANGE OF ENROLMENT DETAILS/ CHANGING COLLEGES

Students who wish to change any details relating to their enrolment, including personal details, requests to suspend, cancel, defer or transfer are to see the student services department on Level 3.

Students who have changed their details such as name, address, phone numbers, email, etc. should notify Bridge Business College as soon as possible.

Change of course enrolment is subject to program availability. Change of course enrolment will not normally be considered after the program starts unless there is a compelling reason for the change. Change of enrolment may occur if the College and student agree on the benefits of the change and it does not disrupt other students. Change of enrolment will incur a cost to re-issue Electronic Confirmation of Enrolments (E-CoE's) of \$150.00

Students wishing to go to another College will be interviewed to ensure that the student understands the consequences of the change with regard to their visa and that the new provider and location will enhance the student educational and personal goals. Students who will benefit from changing providers and are in possession of a valid 'Letter of Offer' will be issued with the appropriate documentation and support to facilitate the move.

STUDENT INDUCTION & ORIENTATION

A Student Induction & Orientation Day and class registration is conducted for all new students prior to course commencement. The Induction & Orientation is conducted at an agreed time before the commencement of studies.

It is essential for students to attend this session to understand Bridge Business College's academic system and familiarise themselves with the facilities. Students must bring with them a passport size photo in order to make their student ID card.

At Induction & Orientation all queries regarding course structure and timetables will be answered collectively with time for individual consultation if required. A course coordinator will be available to answer any questions students have regarding subject selection.

At the end of the Induction you will be asked to sign a declaration that you have received, understand and agree to undertake your training according to the policies and procedures of Bridge Business College. Please complete this form and hand it to the trainer.

FLEXIBLE DELIVERY

Bridge Business College recognises the principles of flexible delivery. Programs are designed to emphasise flexibility of delivery and assessment to maximise the opportunity for access and participation by all students. Delivery alternatives include self-paced learning, computer-assisted learning, flexible time-tabling, face to face lecture/tutorial and individual learning contracts.

STUDENT POLICIES AND PROCEDURES EDUCATIONAL STANDARDS

Policies and procedures safeguard the interests and welfare of Students. Bridge Business College is committed to the success of students and maintains an environment conducive to learning. We have the capacity to deliver the nominated course(s), provide adequate facilities, and use appropriate methods and materials.

CODE OF CONDUCT

Today's workplace requires employees to use their initiative, work as a team member and be honest, loyal, tactful and courteous. It is expected that you will treat fellow students and staff with respect. At Bridge Business College we strive to achieve the following "basic principles" of interpersonal behaviour, we expect:

- Focus on the situation, issue or behaviour, not on the person.
- Maintain the self-confidence and esteem of others.
- Maintain constructive relationships with staff and fellow students.
- Take the initiative to make things better.
- Lead by example.
- Respect the property of Bridge Business College and fellow students.
- The use of offensive language will not be tolerated.
- Mobile phones are to be turned off during classes.
- No food or drinks are allowed in any of the computer areas of Bridge Business College
- No smoking is permitted within Bridge Business College

Every staff member and student is to hold every other staff member and fellow student responsible for living up to these principles at all times.

STUDENT PRIVACY

Bridge Business College recognises a student's right to privacy. Bridge Business College's Privacy Policy identifies how we handle the information. We collect and store your enrolment details and your progress reports.

Where State or Commonwealth funding supports training we are obliged to submit your enrolment details for statistical purposes. We may also be obliged to make information you provide to us available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code.

We do not identify information you provide us. The information we collect from you is protected. Personal student files will only contain information pertinent to the student's training program.

The confidentiality of all personal information in our records will be protected under the NSW Privacy and Personal Information Act 1998.

STUDENT HEALTH

It is in the interest of all staff and students that self-responsibility for health is seen as a serious concern. Anyone suffering from a temporary sickness which could affect others, (e.g. colds, flu and viral infections) should not come to Bridge Business College until they have recovered.

Students unable to attend Bridge Business College due to illness must advise their Director of Studies immediately. **A medical certificate will be required if students are absent from any subjects.**

DRUGS & ALCOHOL

Bridge Business College is a drug free college. To ensure the integrity of Bridge Business College, the consumption, use, sale or distribution of prohibited drugs by any student on Bridge Business College's premises is strictly forbidden at all times. Any student who becomes affected by the use of

any substances which is not prescribed whilst attending training is breaching a major violation of Bridge Business College's policy and guidelines and is subject to severe disciplinary action. This can include suspension, dismissal, or any other penalty appropriate under the circumstances.

OCCUPATIONAL HEALTH & SAFETY

Bridge Business College is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

The management of Bridge Business College is responsible for ensuring that the level of Occupational Health and Safety is not compromised and management recognises its obligations under the federal and State rules and regulations of the NSW Occupational Health and Safety Act.

It is important that students report ANY injury immediately. If students have any concerns or notice a condition or practice that seems unsafe, it is also important that it is brought to the attention of the administration office and/or senior staff/teachers immediately.

ACCESS & EQUITY

Bridge Business College is committed to access and equity principles and processes in the delivery of its services and working environment in accordance with Sex Discrimination Act 1984, Human Rights and Equal Opportunity Act 1986, Racial Discrimination Act 1975, NSW Anti-Discrimination Act and Disability Discrimination Act 1992.

In the event of a situation that is considered by either staff or students to be in violation of Bridge Business College's Access & Equity Policy, staff and students are required to report the situation to Management immediately.

Programs are designed and wherever possible facilities set up, to enhance flexibility of delivery in order to maximise the opportunity for access and participation by disadvantaged students.

STUDENT HARASSMENT POLICY

Bridge Business College will not tolerate any harassment, victimisation, bullying or any such conduct that has as its purpose or effect, the interference with an individual's work performance or the creation of an intimidating, hostile, or an offensive learning environment. This includes harassment, victimisation, bullying because of sex, race, national origin, religion, disability, sexuality or age.

Harassment is unlawful under Commonwealth and State legislation and all harassment, bullying and victimisation are contrary to the duty of care to provide a safe environment for work and learning.

Harassment, victimisation and bullying can take many forms. It can be overt or subtle, direct or indirect.

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, colour, race
- ◆ Pictures, posters, graffiti, electronic images, which are offensive, obscene or objectionable.

Examples of victimisation may include:

- ◆ Unfavourable treatment like aggression
- ◆ Refusing to provide information to someone
- ◆ Ignoring a person
- ◆ Mocking customs or cultures
- ◆ Lower assessment of student work

Examples of bullying may include:

- ◆ A person who uses strength or power to coerce others by fear
- ◆ Behaviour that intimidates, degrades or humiliates a person
- ◆ Aggression, verbal abuse and behaviour which is intended to punish
- ◆ Personality clashes and constant 'put-downs'
- ◆ Persistent, unreasonable criticism of student work performance
- ◆ Student violence both physical and threatened against teachers

Students and staff should be aware that differing social and cultural standards may mean behaviour that is acceptable to some, may be perceived as offensive by others.

Such conduct, when experienced or observed, should be reported to Management. All complaints will be promptly investigated.

The privacy of a student filing a report and the individual under investigation shall be respected at all times consistent with the obligation to conduct a fair and thorough investigation.

All staff and students are expected to work in an atmosphere based on mutual respect for the rights and differences of each individual.

Disciplinary action may be taken against students or staff who are found to have harassed other students or staff.

Bridge Business College expects all students to uphold to the spirit of this policy. Breaches of the policy will be considered to be "misconduct" or "serious misconduct" which may result in expulsion for students or dismissal for staff.

GRIEVANCE PROCEDURE

Bridge Business College recognises that differences and grievances can arise from time to time. The quick settlement of any grievances that may occur is in the best interest of all parties concerned. Therefore the following steps are implemented to ensure this happens.

TIMEFRAME

Where an overseas student initiates a grievance/complaints procedure Bridge Business College will in all cases commence the procedure within 10 working days of receiving the grievance/complaint from the student.

1. As soon as a grievance arises, all employees/students are invited to discuss matters with their respective supervisors and/or trainers openly and positively, in order to find a solution agreeable to all parties.
2. Grievances must not be discussed openly throughout the company.
3. If matters cannot be resolved efficiently and professionally, the employee/student may contact their supervisor's and/or trainer's superior for assistance. The superior may see the parties individually, or as a group, to resolve any outstanding matters.
4. Students have the right under the National Code of Practice (paragraph. 45) to formally present his or her case or to choose their own representative to be present at any meetings so arranged. If the student wishes the College will nominate an independent dispute resolution authority that will be inexpensive and may include a nominee of the student if the student so chooses.
5. If a solution cannot be found Management will further mediate the matter until all parties have agreed upon a resolution.

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6. During the course of the resolution, both parties may seek guidance and/or support from a peer, or Management. These people will have no influencing or implementation power, other than to assist the process through its natural course.
7. If the staff member's and/or trainer's superior is party to the grievance, they will not take part in any discussions or decisions made by Management.
8. All stages will be documented and file notes provided to all parties involved and are accessible by those concerned only by contacting Management. Students will be given a written statement of the appeal outcomes, including reasons for the decision.
9. Our organisation is bound by its Code of Practice and if a solution has not been reached to the benefit of all parties the complainant has the right to representation and appeal under the relevant State or Federal Law.
10. Please remember Bridge Business College is committed to delivering quality education and training. If you are experiencing any difficulties during your program of study, do not hesitate to discuss your concerns with the relevant staff member or Management. The training staff will make themselves available at mutually convenient times if you wish to seek assistance outside Bridge Business College hours.

DISCIPLINARY ACTION PROCEDURE

Bridge Business College's goal is to create a fair and equitable environment for all students and therefore expects students to follow all policies and procedures outlined in the Student Handbook for the benefit of all. Student enrolments or CoE's may be either suspended or cancelled for breaches of College Policy and Procedures, non payment of fees or breaches of your Visa requirements.

Should any student act with disregard to any of Bridge Business College's policies and procedures, it may be necessary for management to take the following disciplinary action:

Stage 1: 1st Level Warning Letter (Non-Compliant Academic Progress Rate Letter)

The **1st Level Warning Letter** is issued to students' whose performance falls below 50% of the colleges' required academic progress within the first 4 terms of enrolment. Students will be required to attend a meeting with management to discuss the events, incidents and/or issues of concern. This discussion will result in recommendations for improvements, together with an appropriate action plan with timelines when necessary. Details will be recorded and kept.

Stage 2: 2nd Level Warning Letter (Non-Compliant Academic Progress Rate Letter)

If there is no significant improvement in performance as agreed in Stage 1, another incident takes place, or if the student falls below 50% of the colleges' required academic progress in the 5th or 6th term of enrolment, management will issue the **2nd Level Warning Letter** to students. Students who receive this warning should treat it as serious. Students are required to attend a meeting to discuss the matter. Details will be recorded and kept.

Stage 3: 3rd Level Warning Letter (Non-Compliant Academic Progress Rate Letter)

A **3rd Level Warning Letter** will be issued to students if there is no marked improvement following the subsequent first and second meetings and warnings, or if the student falls below 50% of the required academic progress in the 7th or 8th term of enrolment. The student should treat this matter with urgency and is informed that if the situation continues the next meeting will be a final meeting. Documents and information related to the matter will be recorded and kept.

Stage 4: Intention to Report within 6 weeks Letter (ITR)

If the disciplinary review process fails and the student continues to be, or falls below 50% of the colleges required level of academic progress in the 9th or 10th term of enrolment, the student will be issued with an **Intention to Report within 6 weeks Letter**. Students who receive this letter are required to attend a meeting with management. This will be the final meeting to discuss the students' options and management will provide evidence that despite the course of action taken the issue persists. If the student fails to attend it may result in management cancelling the students Certificate of Enrolment and contacting the Department of Immigration and Citizenship (DIAC). An unsatisfactory outcome of the meeting may also result in the same cancelling of CoE. This action could lead to the cancellation of the student's visa. Where the incident or conduct has been unacceptable and of a seriousness nature, immediate expulsion will take place. Documents of reason and action taken will be recorded and kept. All students have the right to appeal within 20 working days (Standard 8).

STUDENT COUNSELLING SERVICES & SUPPORT

Bridge Business College is committed to providing students requiring additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, Bridge Business College provides:

- 4 **Student Vocational Counselling** to improve and extend training outcomes. While this can be achieved on a one to one basis with Management, trainers, assessors and course coordinators are required to monitor student progress. Students are advised to make an appointment to see the Manager/Principal/trainers/assessors and course coordinators who are responsible for monitoring student progress.
- 4 **Additional support and services include:**
 - a. Education and Career Counselling
 - b. Assistance when applying for RPL and RCC
- 4 **Personal Counselling services** are available to all students and staff from management which may take the form of advice or referral to other services. Personal counselling services must meet Bridge Business College's code of practice and confidentiality procedures. Personal counselling services include but are not restricted to:
 - a. Grievance /conflict resolution
 - b. Stress management/Adjusting to life in Australia
 - c. Access and equity issues/ Cultural understanding
 - d. Student welfare and support
- 4 **Language, Literacy and Numeracy (LLN) Support** is available. Students are invited to attend our free General English classes, IELTS classes or English for Business. Students needing (LLN) support are identified on enrolment. Many Trainers have a background in language learning and teaching and are able to offer students case by case support in this area.
- 4 **Literacy and Numeracy skills** are generally included and identified in Training Packages and accredited course programs. In identifying literacy and numeracy requirements, students need to:
 - a. Count, check and record accurately
 - b. Read and interpret
 - c. Estimate, Calculate and Measure

Where formalised LLN support is required by the student, extra curricula assistance is available and can be accessed by contacting the administration office for more information

- 4 **Post Program and Exit Counselling Services** includes assistance with job seeking, resume and interview skills vocational advice and mentoring. Students are advised of this service towards the completion of their qualification or course.

POLICY & PROCEDURE FOR RECOGNITION OF PRIOR LEARNING (RPL) OR RECOGNITION OF CURRENT COMPETENCIES (RCC)

Bridge Business College recognises equivalent statements of attainment and qualifications issued by Registered Training Organisations (RTO's) Australia wide.

RPL or RCC is available on provision of verification at the beginning of a course. Students can not apply for RPL or RCC at the end of their course.

WHAT IS RECOGNITION OF PRIOR LEARNING (RPL) OR RECOGNITION OF CURRENT COMPETENCY (RCC)?

If you know you are competent in the learning outcomes detailed in the module you are enrolled in, you can apply for RPL or RCC. Recognition is granted as a result of identifying and assessing your previous and current formal education and training. The details are measured against pre-determined performance standards, which have been determined by industry, from a learning module, unit or element of competency listed in an accredited training package or course.

To prepare for Recognition you should indicate your decision to apply for recognition as soon as possible after the induction and orientation program.

Then, in consultation with the College you should:

- Obtain a copy of the RPL Procedure and Application Form from the Administration office
- Decide which module(s) are to be recognized
- Provide an Evidence Portfolio of your previous and current formal education and training in the module information.

Students seeking recognition are provided with:

- RPL/RCC Procedure and Application forms/Interview.
- Performance criteria for competency learning outcomes
- Guidelines as to possible sources of evidence

RPL/RCC is available for all subject modules. The learning outcomes of each module provide the RPL benchmarks. Students may receive full recognition or high standing for the competencies required for a course or module.

If you require further information please ask your trainer and/or the administration office.

Students should be aware that any credit awarded will reduce the length of the course and their visa. RPL applications will be reported to the Immigration Department.

GROUNDINGS FOR DEFERMENT, SUSPENSION OR CANCELLATION OF ENROLMENT

A student may request to defer or withdraw their enrolment at any time during the semester.

Bridge Business College may defer or cancel the enrolment of a student on the grounds outlined in 2.2 below.

Overseas students must be aware that deferment or cancellation of enrolment may affect their student visa, and should refer to the Department of Immigration and Citizenship (DIAC) website or Helpline (131881) for further information.

Bridge Business College will notify the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) via the Provider Registration and International Student Management System (PRISMS) of any deferment or cancellation of an overseas student's enrolment.

Unless there are special circumstances, supported by documentary evidence, DIAC will expect overseas students to return home during significant periods (28 days or more) of deferment.

Academic and financial penalties may apply depending upon the timing of the application; to determine the financial penalties refer to Bridge Business College's Refund Policy.

1. Before commencement at Bridge Business College

1.1 Deferment of enrolment

Any student may apply to defer the commencement date of their enrolment by applying to the College in writing.

- applications will be considered on the grounds of a delay in receiving a student visa
- **Compassionate and compelling circumstances** including but not restricted to:
 - unexpected severe illness or death of a family member
 - involvement of custody proceedings for their child the student
 - accompanying family member has an acute medical condition requiring treatment
- the student has been involved in legal proceedings where the timing is beyond the student's control
- The student has been caught up in a natural disaster, political uprising or other similar event
- The student has an accident, falls seriously ill or contracts a serious medical condition after arriving in Australia
- The student is pregnant (requiring a medical certificate)
- unavailability of units as a result of a student failing a prerequisite unit/s

All students will be requested to submit documentation to support the authenticity of the case.

The student's Confirmation of Enrolment (CoE) will be cancelled and a new one created once the student notifies Bridge Business College of their intended date of re-enrolment.

If the student visa has already been issued the student should contact DIAC as a deferment could impact upon the visa.

1.2 Withdrawal from course

An overseas student who wishes to withdraw from the course due to refusal of their visa application will be requested to submit a letter from (DIAC) supporting their claim. An overseas student (onshore) will be interviewed by a Student Services Officer.

2. After commencement at Bridge Business College

2.1 Deferment of enrolment by student

A student may apply to defer their enrolment based on compassionate or compelling circumstances, outlined in 1.1 above. The student will be interviewed by a Student Services Officer and asked to provide supporting documentation.

2.2 Deferment of enrolment by Bridge Business College

The grounds Bridge Business College can use to defer a student's enrolment include, but are not limited to:

- 2.2.1 Where a commencing or continuing student does not arrive in time to commence classes for the relevant study period, the College may, in its absolute discretion, not permit the student to commence studies and defer or cancel the student's enrolment.
- 2.2.2 Where a student elects to take credit/RPL and there are no other units in which the student can enrol in the relevant study period.
- 2.2.3 Where a student receives permission to change to another intake.
- 2.2.4 Where a student elects to take a leave of absence within the College's policies.
- 2.2.5 Where a student elects to withdraw from their program within the College's policies.

ATTENDANCE PROCEDURES

Attendance is an essential element of a student's program for full-time students.

It is important that students try to arrive to class on time, including returning from morning and lunch breaks, as lateness interrupts other students and valuable work is missed. Training time should be seen as high priority during term time.

Daily Attendance	All students are to be in class by their set training session time. The student attendance roll is recorded for each session of the day.
Scheduled Leave and Requests for Leave.	Full-time students are required to study for a minimum of 36 weeks per year. Students are therefore eligible to take a holiday every 4 th term, calculated from the term in which they start. The College will also be shut on the Public holidays over the Christmas/ New Year Period. Students may request alternative dates by submitting a Holiday Form . Please note: Requests for leave will not be approved by the college if the student is below 50% or at risk of falling below 50% of the colleges' course progress requirements.
Course Deferment	Granted to students on the grounds of compassionate and compelling circumstances. Examples would include serious illness of the student evidenced by Medical certificates.

ACADEMIC PROGRESS POLICY PROCEDURES

Under Standard 11.2 of the National Code 2007, a provider may choose to implement the DEEWR and DIAC Course Progress Policy and Procedures for its vocational education and training courses.

Bridge Business College will assess the progress of each student at the end of each compulsory Study Period. At Bridge Business College a Compulsory Study Period is defined as **1 semester of 24 weeks**. However, each semester is further sub-divided into 4 terms of 6 weeks per term. Therefore - although 1 semester is identified as a key point in time for decision making - Bridge Business College is able to assess student progress every 6, 12, 18, 24th week of the semester, which will facilitate the timely execution of intervention strategies for students who are identified as being at risk of being unable to make satisfactory course progress. (See **DICIPLINARY ACTION PROCEDURE** pg. 10)

By law Bridge Business College must report students to the Department of Immigration and Citizenship (DIAC) who do not achieve a minimum of 50% of the colleges' required academic progress for scheduled classes. **(That is why it is necessary for you to ensure that we have an up-to-date address and contact number for all students).**

UNSATISFACTORY PROGRESS

Unsatisfactory progress is defined, in line with DEEWR and DIAC guidelines, as not successfully completing or demonstrating competence in at least 50% of the course requirements in that study period (i.e. 1 semester of 24 weeks).

In the first session of each individual module, students are provided, by their module teacher, with study guides providing the following information:

- Module name
- Module duration
- Prerequisites (if any)
- Relevant National Competency Standards
- Purpose of the module
- Summary of module content
- Learning outcomes
- Assessment requirement
- Time, date, location, and duration of assessment

Bridge Business College has identified the course requirements for each study period and is able to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements. The assessments are carried out by each module teacher in an assessment session during or at the end of the module. The time, date, location and duration of the assessment are identified to the student by the module teacher in the study guide and provided in the first session of the module.

All assessment outcomes are systematically recorded by teachers, at the end of the 6 week term, written records are passed on to the Student Records Administrator and entered in the College database.

Upon Completion of all data entry of assessment outcomes, one week after end of term, a search of the database then is able to identify students who are not making course progress.

Illness or other excused absences (see overleaf) must be supported by documentary proof. These should be submitted as soon as possible after the absence.

Bridge Business College is required to tell DIAC about certain changes to the student's enrolment and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance. Bridge Business College considers students who are passing less than 50% of the required modules to be making unsatisfactory academic progress.

INTERVENTION STRATEGY

Bridge Business College has an Intervention Strategy in place for students who are not making satisfactory course progress. A written description of this Intervention Strategy is available to all staff and students of the College and is provided at orientation for new students.

Where a student is identified as:

- Currently not making satisfactory course progress
- Likely to not make satisfactory course progress

The College is able to contact the student for counselling. This is done by the College Principal upon receipt of printed database reports from the Student Services or as a result of an approach by a module teacher or Director of Studies to the College Principal.

Bridge Business College notes that the National Code requires that where a problem is identified at the end of a study period the intervention strategy must be implemented at very latest within the following 4 weeks of the next study period.

However, because at Bridge Business College each semester is further sub-divided into 4 terms of 6 weeks per term - this allows Bridge Business College to assess student progress every 4, 8, 12, 16, 20 and 24th week of the semester, which will facilitate the timely execution of intervention strategies for students who are identified as being at risk of being unable to make satisfactory course progress.

As a first step the College Principal contacts the student.

The College Principal, working with the Student Services will endeavour to contact each student not making satisfactory course progress.

Attempts at contact will be made through the following methods in the following chronological order:

- Personal message through the student's individual Intranet page on the College's computer system
- E-mail to the address supplied by the student
- Telephone
- Mailed letter

When a student has been contacted successfully they will be asked to make an appointment for a Counselling Session with the College Principal. (See Attachment 5).

COUNSELLING SESSION

A student may be accompanied by a friend to each counselling session. At the counselling session there are a number of options available:

- Students may be advised, where appropriate, of the suitability or otherwise of the course in which they are enrolled.
- Students may be advised of opportunities for reassessment in areas where they had previously not received a pass/competent grade.
- Students are advised that unsatisfactory course progress in two consecutive study periods (i.e. 2 semesters) for a course could lead to the student being reported to DIAC and cancellation of his or her visa depending on the outcome of any appeals process.

Counselling sessions with students will be conducted in a manner that is constructive and positive and will endeavour to give the student every opportunity to outline their particular circumstances.

Students will also be required to submit a **written Student Action Plan** which can be accessed through Student Services. A standard format is available for this purpose.

This plan will be written jointly and in agreement between the student and the staff member in the counselling session. It will identify the problems and outline the steps and timeline required rectifying the situation and enabling the student to achieve satisfactory progress. The student will agree to abide by the Student Action Plan. A copy of the plan is placed in the student's file.

OPTIONS FOR FURTHER SUPPORT

As part of the counselling session the student will be offered various types of support as appropriate to the student's particular circumstances. These include:

- Attendance at English language (ELICOS) classes
- Close monitoring and support by module teacher
- One-on-one tutoring to address specific problems
- Counselling with college staff to help with personal problems
- Referral to outside professional bodies

WRITTEN NOTICE OF INTENTION TO REPORT

Where a student fails to make satisfactory progress in two consecutive study periods this may lead to a report to DIAC and possible cancellation of student visa. Where the College intends to make a report to DIAC the student will receive a written notice of this. A student then has 20 days in which to appeal this decision to the Progress Committee.

APPEAL TO THE PROGRESS COMMITTEE

The Progress Committee consists of the College Principal, Director of Studies, Coordinators and relevant Trainer and Assessors. A student may be accompanied by a friend to meetings with the Progress Committee.

A student may appeal on the grounds of:

- College's failure to record or calculate the student outcomes accurately
- Compassionate or compelling circumstances
- College's failure to implement the Intervention Strategy and other policies according to its documented policies and procedures that have been made available to the student.

SUCCESSFUL APPEAL

In the case of a successful appeal there are a range of possible outcomes according to the findings of the appeals process:

- If there is a finding that the College failed to record or calculate the student outcomes accurately and the student is, in fact, making satisfactory progress there is no need to activate the intervention strategy or make a report to DIAC.

- If a student is found to be not making satisfactory course progress for compassionate or compelling reasons the College will provide support through its intervention strategy and will not make a report to DIAC.

At this stage the Intervention Strategy will be used to provide support as outlined previously.

UNSUCCESSFUL APPEAL, OR WITHDRAWAL FROM OR NON USE OF APPEALS PROCESS

In any of the following cases:

- The student may exercise their choice not to access the complaints and appeals process within the 20 day period
- The student may exercise their choice to withdraw from the process
- The process is completed and the result finds in favour of the College's decision to report the student.

Bridge Business College will notify the Secretary of DEEWR through the PRISMS system as soon as practicable of the student not achieving satisfactory course progress. This is done by the College Principal or the College Registrar.

STUDENT HOLIDAYS & LEAVE

1. Students wishing to take a holiday other than their scheduled breaks or the Christmas break must inform the College in advance and submit a **Request for Leave Form No. QA-RFL-01** to obtain authorisation from Management.
2. Following authorisation, students may be issued with a **Student Holiday Letter No. QA-SHL-01** indicating the holiday dates and proposed activities. This letter allows students to work full-time or travel outside Australia during their requested holiday period.
3. Students must ensure that holiday periods do not clash with any required modules for the course and should also check the conditions of their visa, as a maximum allowable period may apply.

OTHER FORMS OF STUDENT LEAVE

1. **Medical Leave.**
Students who are absent through illness or injury must inform the college and evidence this condition with a doctor's certificate
2. **Other Excused Absences**
Exceptional compassionate leave will be granted when circumstances beyond the control of the student prevent attendance e.g. bereavement. Appropriate evidence should be provided.

REPORTING PROCEDURES

Bridge Business College is required to report to DIAC about student non-compliance with course requirements. To ensure reporting is consistent and accurate Bridge Business College adopts the following procedure:

1. Students can access an unofficial transcript informing them of their academic progress and fee payment status by interview with College staff or via the student intranet.
2. Attendance and grades for each term are provided to the student on request so that students can check their attendance and academic progress as soon as practicable after the completion of the term.
3. Students who receive notification through a warning letter about any irregularities for attendance, progress or outstanding fee payment must immediately contact the Principal or the Director of Studies to resolve these irregularities.
4. Students who do not resolve the academic irregularities are issued with an **Intention to Report** letter at the end of the following warning period.
5. Students who fail to resolve academic progress problems after the **Intention to Report** letter has been sent will be reported to DIAC via the PRISMS system at the earliest practicable time. DIAC will decide whether the student is no longer bona fide.
6. Please note that students who have been reported to DIAC are generally **not allowed to re-enrol** at the college.

ABSENTEEISM POLICY

Students are required to notify the Administration Office of Bridge Business College prior to the commencement of the session/s if they are unable to attend.

Students must abide by conditions 1A, 1B and 1C as set down in the assessment policy. These conditions are as follows:

- 1A Students who are absent on the date of assessment must notify Bridge Business College of their inability to attend prior to the assessment time. **A medical certificate must be supplied.**
- 2A Students attending under a traineeship scheme and who are unable to attend an assessment due to work commitments will need a letter for their employer stating the reason they are unable to attend.
- 3A Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment and organize another appropriate time for the assessment to be done.

FAILURE TO COMPLY WITH THIS POLICY MAY RESULT IN SUSPENSION FROM THE COURSE OF STUDY.

PLAGIARISM

Academics place great importance on the development of ideas. Therefore, people must be given due credit for these ideas. Taking an idea from any source without properly acknowledging it is plagiarism. It is the use of someone else's work without proper recognition.

Plagiarism can involve the use of someone else's argument, even if the exact words are not used. It can be the use of a quote without referencing it correctly. It can also mean the subtle changing of another author's sentences in order to present them as your own. Plagiarism also involves copying another's work. All of these can be avoided with correct referencing procedures.

Most often plagiarism is the result of poor study and note-taking methods. Remember to write down the exact references for all the material that you use as you take your notes.

Teacher/Facilitator will advise students of the many ways to avoid plagiarism. Remember that plagiarism is punishable by subject failure.

TRAINING DELIVERY & ASSESSMENT

CLASSROOM TRAINING

Training is delivered 'face to face' by qualified trainers and you are required to attend each scheduled class and the trainer will moderate the learning pace, method and sequence appropriate to your learning needs.

Learning methods will vary and can include case study scenarios, field trips, 'hands on' practical classes, role play techniques, discussions, presentations and assignments.

CLASSROOM ASSESSMENT

Assessment tasks and strategies cover a wide range of methods and may include the creation of specific written documents, projects or reports, formal questions (multiple choice, short and long answer), practical demonstrations, small or large group tasks, oral presentations, problem solving tasks, case studies and discussions.

As a general rule for major assessments, you will be provided with task assessment instructions including the date the task is due for completion.

RE-SCHEDULED ASSESSMENT POLICY & PROCEDURE

Bridge Business College acknowledges the National Assessment Principles issued under the Australian Recognition Framework and is committed to validity, reliability, flexibility and fairness in assessment processes for the training programs that it delivers to its students.

Students are notified in advance of assessment dates and times by the member of staff responsible for the assessment.

The Following Conditions Apply to Assessments:

- 1A Students who are absent on the day of assessment **must notify** Bridge Business College of their inability to attend prior to the assessment time. A **medical certificate** must be supplied.
- 2A Students attending under a traineeship scheme and who are unable to attend an assessment due to work commitments will need a letter from their employer stating the reason they are unable to attend.
- 3A Students who know in advance that an assessment date cannot be met must inform the member of staff responsible for setting the assessment.

Students who have missed an assessment for any reason covered under conditions 1A, 2A or 3A of this policy must apply for the missed assessment to be rescheduled.

The Following Conditions Apply to Rescheduled Assessments:

- 1B Students must have rescheduled and completed the assessment within six (6) weeks of the original assessment date.
- 2B Students must organise to reschedule the assessment with Student Services or the Director of Studies.
- 3B Students must supply a medical certificate or letter from their employer as stated in condition 1A or 2A.

If conditions 1B, 2B or 3B are not adhered to, students will be deemed **NOT YET COMPETENT**.

REASSESSMENT PROCEDURE

If a student has previously attempted an assessment and has been deemed **NOT YET COMPETENT** they may apply for reassessment under the following conditions:

- 2C Where conditions 1B, 2B and 3B **DO NOT APPLY**, students who have previously attempted an assessment and are deemed **NOT YET COMPETENT** may be reassessed a second time at no cost.

ASSESSMENT APPEALS PROCESS

All participants have the right to appeal any assessment decision made by Bridge Business College if they:

- ◆ believe that the assessment is invalid and/or
- ◆ feel that the process was invalid, inappropriate or unfair.

Before making an appeal, we ask that you discuss the matter with us in an attempt to reach a decision.

If you are still not happy, you are then entitled to lodge a formal Assessment Appeal Form (available from the administration office) within 7 days of the initial discussion. Once a formal appeal is lodged a third party will be appointed in an attempt to resolve the issue. Any decision recommended by this party is not binding to either party in the dispute.

If you are still not satisfied another registered provider in the same curriculum area will be appointed to arbitrate and reassess participants if necessary

If no satisfactory solution is reached you can appeal to the NSW Vocational Education Training Accreditation Board (VETAB).

You have the right to a support person to be involved at all times during the appeal process.

ISSUING OF CERTIFICATION

Vocational education and training undertaken at Bridge Business College is competency based. Assessments determine whether a student is **Competent or Not Yet Competent**.

Students are issued with a **Transcript** listing modules undertaken and stating whether competency has been achieved. As well as being issued with a statement regarding competency, students are issued with a testamur.

YOUR RESPONSIBILITIES AS A LEARNER

All students will be provided with a description for each Unit and, the elements, which make up each Unit of competency assessed together with a proposed list of evidence.

COMPETENCY ASSESSMENT PROCESSES

There are three types of assessment that occur at different stages for each Unit.

- a. Initial assessments to identify what competencies you already have. (Overall self assessment.)
From this a learning plan can be designed to develop the remaining or outstanding competencies.
- b. On-going assessments to provide feedback about your progress and to identify any outstanding unit and/or element you need to focus upon.
- c. Final assessments at the end of the term

HOW ARE COMPETENCIES ASSESSED?

Assessment of competencies may attract both direct (Show and Tell) and indirect (Show, tell and apply) assessment methods. This means that you will be required to produce evidence and/or

demonstrate a unit of competency and apply related knowledge associated with that unit of competency.

While demonstration of skills can be seen, underpinning skills such as problem solving, working in teams and understanding etc. can only be assessed through indirect and supplementary assessment.

Your trainer/assessor may also ask you questions related to the competency unit.

The level of your performance is assessed against national standards. This means that the evidence you provide and the competencies you demonstrate must meet the standard of performance already set.

During assessment your assessor reviews your evidence and observes the demonstration of your competencies. The Assessor records your evidence and/or demonstrations as "C" - Competent or "NYC" - Not Yet Competent". Competencies are not 'scaled' or 'marked'.

Broadly it's simply a matter of whether you can ('C') or cannot ('NYC') demonstrate your skills and provide supporting evidence to the performance standard.

If your evidence fails to demonstrate the level of competency for any unit or Performance criteria appropriate to the qualification the assessor can design a flexible training plan /pathway.

What if you successfully demonstrate competencies in some areas and not in others?

If you are enrolled in a qualification and can only demonstrate competencies in some and not all Units and units of learning a certificate for the qualification cannot be issued.

You can however, receive recognition from for the competencies and units of learning you have successfully completed. This recognition is a Statement of Attainment and will identify the qualification name, Unit numbers and national identification number.

If you elect to continue and complete the full qualification or any outstanding Units your assessor will work with you and together, a training pathway and plan can be developed to complete the outstanding learning units.

YOUR TRAINER'S RESPONSIBILITIES

1. Your Trainer will provide clear instructions about what is expected from you during your training.
2. Training may consist of group/action learning activities and projects, self-paced learning, assignments, case studies, presentations, discussions, workbook activities, research and reports etc. Each unit of learning is clearly outlined and indicates what is expected of you during the learning phase.
3. Your trainer will provide their contact details and you will be able to contact your trainer between workshops. This provides additional support for your self-paced and 'take home' learning activities.
4. When the total requirements have been *signed off*, an initial mechanism can begin towards final assessment by the approved Trainer/Assessor.
5. During assessment the learner must be able to *Show, Tell and Apply* the evidence. The Trainer/Assessor records your evidence and/or skill demonstrations as "C" - Competent or "NYC" - Not Yet Competent. Competencies are not *scaled or marked*.

GENERAL INFORMATION

STUDENT DRESS CODE

Students are expected to dress appropriately to the situation at hand. For example, on a field trip to a professional working environment, students would be expected to dress in a manner suitable for a professional environment and uphold the students' and College's image for prospective employers. However, when the student is on College property, reasonable (clean and tidy) casual attire is permissible.

Failure to comply with this policy may result in students being asked to go home and change into acceptable clothing.

BRIDGE BUSINESS COLLEGE'S PROPERTY

During the term of enrolment students may be issued with resources to aid them in their studies. These resources remain the property of Bridge Business College and are only on loan to students.

These resources may take the form of:

- **Work papers**
- **Class sets of notes**
- **Text books** belonging to the College and for which the student has not paid
(NOTE: all on loan text books received by students must be recorded on the Student Loan Register held at the Administration Office. The Register must be completed with the student's name, signature and the date of issue and also signed and dated when the books are returned).

Students are required to return Bridge Business College's property within the time specified by the issuing staff member.

Failure to comply with this policy will result in the reduction of student privileges until all property is returned.

STUDENT EQUIPMENT LIST

All students will require:

- ◆ dictionary
- ◆ calculator
- ◆ red, black, blue biros
- ◆ pencil
- ◆ eraser
- ◆ ruler
- ◆ highlighter
- ◆ writing paper

STUDENT ID CARD

To promote a safe and healthy learning environment all students are issued with a Bridge Business College Identification Card, containing their photograph, name, Student ID number, course enrolled in, commencement and completion date. Students are required to have their Identification card with them at all times whilst on Bridge Business College's premises.

STUDENT FEEDBACK AND QUALITY IMPROVEMENT

Bridge Business College collects statistical information regularly to monitor, maintain and achieve on going continuous quality improvement in the delivery of vocational education and training.

We value and welcome constructive feedback from our students and staff concerning educational and service improvements or changes that would improve our existing educational and student services provided by the college.

To provide management with this feedback for evaluation you will be asked to complete a student survey which will be distributed after induction and orientation and each course module with the opportunity to review your learning outcome and goals.

Students wishing to provide management with feedback on any issues of concern or areas for improvement are encouraged to complete the Student Feedback forms in class, or place a suggestion into the suggestion box located at Reception on Level 3. The Suggestion Box is emptied each morning and provided to the Principal to respond to. Suggestions and Feedback may be anonymous.

LIVING IN AUSTRALIA

Why do international students choose to study in Australia?

The Australian education system has an excellent reputation. Australia has become a popular destination for people from around the world. Australia has a high profile in the world as a result of many things including successful Australian movies, worldwide popularity of Australian TV shows, a world wide interest in beach culture, surfing, scuba diving, etc. The 2000 Olympics was extremely successful and put Sydney very much on the world map. Australia is also seen as a clean, unpolluted, uncrowded land with many opportunities for travel, adventure and outdoor lifestyle.

For more tourism information check:

Sydney:

<http://www.australia.com/destinations/destinations.aspx>

<http://en.wikipedia.org/wiki/Sydney>

Australia

<http://www.australia.com/index.aspx>

What should an international student expect from life in Sydney?

Sydney is a beautiful city, with a spectacular harbour, beautiful beaches, a vibrant city centre, and a diverse, multicultural environment. All of Sydney's factors combine to provide a very attractive and vibrant lifestyle which is most appealing to overseas students.

In terms of difficulties the main problems are survival issues. Sydney is an expensive city to live in, rents are quite high and students sometimes struggle to get by. An Australian student visa allows up to 20 hours per week paid employment, and most students take up this opportunity. However juggling a (sometimes) low paying job, that has unsociable hours with study commitments, rent payments, etc can be hard for students.

The attractions include Sydney Harbour, The Sydney Harbour Bridge, and the Sydney Opera House. Also Chinatown, Leichardt (Italian Town), Liverpool Street (the Spanish quarter), Bondi Beach, Manly Beach, the Blue Mountains, many beautiful national parks for camping and bushwalking, excellent sports facilities, high quality but inexpensive restaurants and cafes, outdoor activities such as surfing, swimming, snorkelling, scuba diving, windsurfing, camping, bushwalking etc.

Social and cultural activities - Sydney Chinatown, Leichardt (Italian area), Liverpool Street (the Spanish Quarter), Darling Harbour (restaurants, nightclubs, shopping), Circular Quay (the harbour, bridge and Opera House, buskers and street theatre,) Bondi Beach (water sports, beach culture, rollerblading and skate boarding), etc.

Cultural Calendar:

- January - Festival of Sydney, Australia Day
- February - Chinese New Year, Sydney Gay and Lesbian Mardi Gras and festival
- March - St. Patrick's Day and Irish week.
- April - Thai Songkran festival, Sydney Royal Easter Show (Agricultural show), Easter, ANZAC Day
- May - quiet month
- June - Bloomsday James Joyce festival
- July, Aug, Sept - quiet time in Sydney (also winter)
- October - summer weather conditions begin to appear
- November - weather getting hotter
- December - official beginning of summer, Christmas and New Year's Eve

Sydney has a vibrant night life. Places to go:

- Oxford Street - Night clubs, restaurants, cafes, shopping also tends to be the recognised Gay cultural area of Sydney
- Kings Cross – infamously known as the red light district but also has many night clubs, restaurants, cafes and backpacker accommodation
- Darling Harbour - waterside area with night clubs restaurants, cafes, shopping, street theatre and home to many Sydney festivals.
- Circular Quay - also home to many restaurants, cafes, shops, etc. It has buskers, street theatre, markets, etc.
- The Rocks - oldest part of Sydney with many old style pubs with live music, rock, jazz, folk, etc.
- Chinatown - home to restaurants and food halls (inexpensive) providing food from all over China, Korea, Japan, Indonesia, Thailand, Singapore, Malaysia, etc.

Sydney has restaurants from all over the world including, Asia, Europe, South America as well as modern Australian.

The choices include:

Chinatown - all types of Asian food

Leichardt - Italian

Liverpool St - Spanish and South American

Oxford St, Kings Cross, - all types of food

Eating out in Sydney is inexpensive by world standards. Many restaurants have BYO (Bring your own wine) which allows students to purchase an inexpensive bottle of wine to take to consumer in a restaurant.

Public transport is quite good with a comprehensive bus railway and ferry system covering the whole metropolis and harbour (ferry). A taxi ride to a suburb might cost \$20-\$40 and can be shared by up to 4 people in one taxi. Sydney's crime rate is on par with most large western cities and all travel should be undertaken with normal common sense and safety in mind.

For public transportation information please see <http://www.131500.info/realtime/default.asp>

INDICATIVE COSTS OF LIVING

Accommodation

Students have a number of different accommodation options as an international student. The most popular options include:

Homestay

'Homestay' is when you live with an Australian family in their home. The homestay family provides you with meals, laundry facilities and your own room with a study desk. You will usually be asked to share some household chores. Homestay also gives you the chance to practice your English every day at home.

Homestay costs range from AU\$200 - AU\$330 per week. Homestay accommodation for students less than 18 years of age includes guardianship arrangements and ranges from AU\$260 - AU\$380 per week. (Note: Bridge Business College provides courses to students aged 18 and over.)

Hostel accommodation

Hostels provide a friendly, safe, supervised environment. You get your own room or a shared room with communal facilities such as dining room, games room and television room. Many hostels also provide meals. Share rooms cost around AU\$30 - AU\$35 per night and private rooms AU\$60 - AU\$80 per night

Sharing a house or apartment

Sharing a house or apartment gives you more independence than homestay or hostel accommodation. However, you will need to provide your own furniture (if the house/apartment is unfurnished) and linen. You share the cost of rent, telephone, electricity and gas. You need to buy your own food and do your own laundry and cooking (although many sharing arrangements include sharing the cooking).

Renting by yourself

Studio or one-bedroom apartments are smaller and less expensive to rent than larger apartments. You'll need to provide your own furniture (if the house/apartment is unfurnished), pillows, sheets and blankets and pay for expenses such as electricity, gas, and telephone. You'll also need to clean your apartment, do your own laundry, buy your own food and do your own cooking. Costs depend on the size and location of the apartment or house.

In all accommodation there are a few rules basic and generally accepted rules:

- 1) Students will be expected to pay for their own telephone calls
- 2) If a student is to move from the accommodation, or the provider wishes the student to move from the accommodation, it is common courtesy for either the student or the householder to give two weeks notice of their intention, or otherwise stated in the lease agreement.
- 3) Student may be responsible for tidying their own room and are expected to treat all facilities with care.

Most students find accommodation near to their college and travel by public transport (train, ferry or bus).

For more information visit the NSW Government Office of Fair Trading and check:
http://www.fairtrading.nsw.gov.au/Tenants_and_home_owners/Renting_a_home.html

COST OF LIVING – GENERAL

There is no doubt that Sydney is expensive. Consider the following quote from the NSW Department of State and Regional Development:

“Mercer Human Resource Consulting’s Worldwide Cost of Living Survey 2007 ranked Sydney 21st in terms of "expensiveness" from a list of 143 cities...”

Please see: http://www.business.nsw.gov.au/aboutnsw/lifestyle/E9_costofliving_comparisons.htm

GENERAL PRICES IN SYDNEY

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Australian Bureau of Statistics Released 29/10/08
Average Retail Prices of Selected Items, Sydney, Sep 2008

Items	Prices in cents
Dairy products	
Milk, (2 ltr bottle)	357
Cheese, sliced (500g pkt)	521
Butter (500g)	386
Bread and Cereal products	
Bread white loaf, sliced (650g-750g)	367
Biscuits, dry (250g pkt)	230
Breakfast cereal, corn based (525g box)	385
Flour, self raising (2kg)	324
Rice (1kg)	229
Meat and seafood’s	
<u>Beef</u>	
Roast Beef (1kg)	1,078
Rump steak (1kg)	1,814
T-bone steak, with fillet (1kg)	1,863
Chuck steak (1kg)	1,029
<u>Lamb</u>	
Leg (1kg)	985
Loin chops (1kg)	1,759
Forequarter chops (1kg)	896
<u>Pork</u>	
Leg (1kg)	677
Loin chops (1kg)	1,493
Chicken, Whole Fresh (1kg)	533
Bacon, middle rashers (250g pkt)	385
Beef Sausages (1kg)	590
Salmon, pink (210g can)	258
Fresh fruit and vegetables	
Oranges (1kg)	220
Bananas (1kg)	326
Potatoes (1kg)	157
Tomatoes (1kg)	305
Carrots (1kg)	215
Onions (1kg)	251
Processed fruit and vegetables	
Peaches (825g can)	337
Pineapple, sliced (450g can)	200
Peas, frozen (500g pkt)	194

INTERNATIONAL STUDENT HANDBOOK

Snacks and Confectionery	
Chocolate, milk (250g block)	399
Other food	
Eggs (1 dozen)	402
Sugar, white (2kg)	218
Jam, strawberry (500g jar)	330
Teabags (180g pkt)	362
Coffee, instant (150g jar)	722
Tomato sauce (600ml bottle)	207
Margarine, poly-unsaturated (500g)	314
Baked beans, in tomato sauce (420g can)	154
Baby food (110g jar)	109
Household supplies	
Laundry detergent (1kg)	585
Dishwashing detergent (450ml)	387
Facial tissues (170 pack)	211
Toilet tissue (8 x 180 sheet rolls)	660
Pet food (400g can)	116
Private motoring	
Petrol, unleaded (1 litre)	154
Alcoholic drinks	
Beer, full strength (24 x 375ml bottles, case)	3,791
Draught beer, low alcohol, public bar (285ml glass)	257
Draught beer, full strength, public bar (285ml glass)	292
Scotch, public bar (30ml nip)	491
Personal care products	
Toilet soap (2 bar pack)	430

To keep up-to-date with changing grocery prices please check: <http://bestpricedirectory.com.au/>

SCHOOLING OBLIGATIONS AND OPTIONS FOR SCHOOL-AGED DEPENDANTS

Some overseas students may travel to Australia as a family unit with school-aged dependants. In this case there are very specific responsibilities and costs that must be met in full.

It is an Australian Department of Immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia. Children who have their fifth birthday before 1st April of that calendar year are eligible to start school in NSW.

You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will send you a Confirmation of Enrolment Form stating the program and its duration so that you can obtain the appropriate visa for your child. The Diplomatic Mission in your country can tell you which schools are registered to take international students.

In Australia, there are three types of education systems: state, private and Catholic. Schools charge fees in all three systems. The state government funds the State education system:

Approximate costs	
Primary	\$3,500 per year
Secondary	\$4,500 per year
Senior Secondary	\$5,500 per year

Fees charged by schools in the private system vary considerably. However, it is advisable to consider a minimum of \$6,000 per year for fees at the primary level and \$10,000 for the secondary level. Apart from schools fees, there are other costs for school uniforms, excursions, books and stationery.

School attendance

The Department of Immigration requires dependent children between the ages of five and 18 to attend school full-time as a condition of the dependant visa.

For further information please see:

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

EMERGENCY AND HEALTH SERVICES

<p style="text-align: center;">Very Important Information!</p> <p><u>In Case of Emergency</u></p> <p>At any time, should you find yourself in a dangerous or critical situation please phone</p> <p style="text-align: center;">000</p> <p style="text-align: center;">For police, fire brigade or ambulance.</p> <p>Please note this number, as it may be different from the emergency number in your home country.</p> <p>Here are other important phone numbers:</p> <table style="width: 100%; border: none;"> <tr> <td>Police Assistance</td> <td style="text-align: right;">131 444</td> </tr> <tr> <td>Domestic Violence Hotline</td> <td style="text-align: right;">1800 656 463</td> </tr> <tr> <td>Kids Helpline</td> <td style="text-align: right;">1800 551 800</td> </tr> <tr> <td>Homelessness Outreach and Support</td> <td style="text-align: right;">1800 505 501</td> </tr> <tr> <td>Alcohol and drug Information</td> <td style="text-align: right;">9361 8000</td> </tr> <tr> <td>Lifeline - If you are feeling depressed or suicidal</td> <td style="text-align: right;">131 114</td> </tr> </table> <p>If you wish to discuss any problem, or seek a referral, please visit Student Services at Level 3 of the Bridge Business College campus.</p>	Police Assistance	131 444	Domestic Violence Hotline	1800 656 463	Kids Helpline	1800 551 800	Homelessness Outreach and Support	1800 505 501	Alcohol and drug Information	9361 8000	Lifeline - If you are feeling depressed or suicidal	131 114	<p style="text-align: center;">Very Important Information!</p> <p><u>In case of health problems</u></p> <p>Your Overseas student health cover helps you to pay for:</p> <ul style="list-style-type: none"> • Doctors • Hospitals • Emergency ambulance transport • Prescribed medicines <p>See: http://www.medibank.com.au/Overseas-Students/About-OSHC/What-is-covered.aspx</p> <p>Here are other important phone numbers:</p> <table style="width: 100%; border: none;"> <tr> <td>Abortion Hotline</td> <td style="text-align: right;">9233 3780</td> </tr> <tr> <td>Cancer council</td> <td style="text-align: right;">9334 1900</td> </tr> <tr> <td>Centrecare Pregnancy Support</td> <td style="text-align: right;">9283 3099</td> </tr> <tr> <td>Emergency Dental Info (after hours)</td> <td style="text-align: right;">9369 1111</td> </tr> <tr> <td>Emergency Prescription Service</td> <td style="text-align: right;">9235 0333</td> </tr> <tr> <td>Poisons Information Hotline</td> <td style="text-align: right;">13 11 26</td> </tr> <tr> <td>Rape Crisis Centre</td> <td style="text-align: right;">9819 6565</td> </tr> <tr> <td>Sydney Sexual Health Centre</td> <td style="text-align: right;">9382 7440</td> </tr> </table>	Abortion Hotline	9233 3780	Cancer council	9334 1900	Centrecare Pregnancy Support	9283 3099	Emergency Dental Info (after hours)	9369 1111	Emergency Prescription Service	9235 0333	Poisons Information Hotline	13 11 26	Rape Crisis Centre	9819 6565	Sydney Sexual Health Centre	9382 7440
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LEGAL SERVICES

Should you have a legal difficulty you may be able to get assistance from the Legal Aid Services for NSW. Please check <http://www.legalaid.nsw.gov.au/asp/index.asp?pgid=717>

You may also contact the Law Society of New South Wales to find a lawyer, if you need one. Check <http://www.lawsociety.com.au/page.asp?partID=6602>

For basic consumer complaints you should contact the NSW Government Office of Fair Trading and check http://www.fairtrading.nsw.gov.au/Tenants_and_home_owners/Renting_a_home.html

For difficulties with rented accommodation, disputes with landlords, etc, contact <http://www.tenants.org.au/>

Should you be arrested by the police for any reason please consider the following:

“In most cases do not answer any questions apart from your name and address until you see a lawyer. The police should inform you that you have a right to contact a lawyer. Irrespective of the type of assurances you receive from the police, any answers given by you without proper legal advice may lead to the successful prosecution of the matter by the police leading to a gaol term.”

This text is from the webpage listed below. Check this webpage for further useful information:

http://www.quylawyers.com.au/home/index.php?option=com_content&task=view&id=24&Itemid=25

SEXUAL HEALTH

For information on sexual health and related issues see the following website by the Children, Youth and Women Health Service.

<http://www.cyh.com/HealthTopics/HealthTopicDetails.aspx?p=240&np=299&id=2062>

ACKNOWLEDGEMENT DECLARATION

I acknowledge that I have read and fully understand the contents of this Student Handbook, which outlines the conditions of my enrolment and responsibilities as a student of The Bridge Business College Pty Ltd.

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Signature

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Date