



STUDENT HANDBOOK

This document uses the terms

Director of Studies - DOS

Chief Executive Officer – CEO

Institute – EDUCATION CENTRE OF AUSTRALIA PTY LTD trading as ECA College

Version 1 Oct 2018

ECA College

Education Centre of Australia

Telephone: 02 9318 8188, Fax: 02 9283 3646

Sydney Campus

Level 3, 55 Regent Street, Chippendale, NSW 2008

Melbourne Campus

Level 7, 399 Lonsdale Street

BRISBANE (QLD)

Level 3, 126 Margaret Street, Brisbane 4001

**International Student 24 Hour Emergency Contact
+61 421 314 437**

**Emergency Telephone Numbers
Police, Fire, Ambulance – 000**

RTO Number: 45012 CRICOS Provider: 02644C

Disclaimer

The College attempts to ensure that the information distributed is accurate and up to date, but sections may be amended without notice. Persons intending to act on any information contained in the Handbook should first check the ECA College website www.ecacollege.nsw.edu.au and with the ECA College staff to make sure you have the most up to date accurate information available.

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Overseas Students Ombudsman:

GPO Box 442, Canberra ACT 2601, Australia

Tel: 1300 362 072 (in Australia), +61 2 6276 0111 (outside Australia)

Email: ombudsman@ombudsman.gov.au Web: www.oso.gov.au

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Introduction

Education College Australia Pty Ltd. Trading as ECA College is a Registered Training Organisation (RTO), ID Number 45012 and is listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) which is a register of Australian education providers that recruit, enrol and teach overseas students. (CRICOS number 02644C). Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

ECA College is responsible for the quality of the training and assessment you will receive in compliance with Standards for RTOs 2015, and for the issuance of the Australian Qualifications Framework (AQF) certification documentation. The Standards set out the requirements that an organisation must meet in order to be an RTO and ensure the integrity of nationally recognised training provided by registered training organisations.

ECA College offers the following training programs to students:

- **BSB40215 Certificate IV in Business**
- **BSB50215 Diploma of Business**
- **BSB51915 Diploma of Leadership and Management**
- **BSB51415 Diploma of Project Management**
- **BSB42415 Certificate IV in Marketing and Communication**
- **BSB52415 Diploma of Marketing and Communication**
- **BSB61315 Advanced Diploma of Marketing and Communication**

Meet ECA College

ECA College is a Registered Training Organisation, that offers a vibrant, unique learning experience for students. ECA College is situated in the heart of Sydney with access to public transport, food courts, retail and shopping outlets.

Why Study at ECA College?

- A culture of learning that respects openness, inclusiveness and collegiality
- ECA College is committed to equity, ethics, innovation and excellence

ECA College will ensure that students are provided with all the information required by prospective students to allow them to make informed decisions about their training and assessment and to enter a training pathway that is the right fit for their career goals.

ECA College strives to achieve excellence in vocational education for students so as to make them job ready for industry.

Our mission

ECA College' mission is to deliver quality training and assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Learner centred.** We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

ECA College

ECA College is a vocational training College located close to the central business district of Sydney. We also have campuses in Melbourne and Brisbane. It is committed to professionalism and excellence, a supportive learning environment. Its Certificate, Diploma and Advanced Diploma courses provide sound vocational qualifications. They also offer pathways to university courses and professional career opportunities.

ECA College is located in sparkling Sydney, close to major educational institutions (universities, Colleges), cultural centres (museums, art galleries), commercial, entertainment and tourist centres (China Town, Darling Harbour). Being close to major public transport hubs (railway stations, and bus stations) it offers easy and safe access from all areas of greater Sydney.

The classroom facilities are modern and well equipped, the courses are nationally accredited and quality controlled, and the trainers are professionally qualified and have wide ranging practical experience in the world of business and commerce.

To help make your time studying in Australia enjoyable and successful it is important to know where to go to get key information and to meet all the requirements of your student visa.

While you are a student your key source of information will be the ECA College website, www.ecacollege.nsw.edu.au and your main contact for student services will be the Student Services Officer. You should also check the Notice Boards for key information.

Student Admissions, Enrolment Policies & Procedures

ECA College follows its student admissions and enrolment policies and procedures. Upon application, the students are assessed based on the entry criteria of the course they applied for. The applicant will be notified of the results of their application. If the applicant is not satisfied with the result of the application, they may request the application to be reviewed.

The Student Enrolment Policy requires students to enrol within the dates specified by ECA College. The student has the right to defer or cancel their enrolment as long as they follow the requirements set in the Student Enrolment Policy and Procedure.

Upon acceptance of the enrolment application, students will be provided with confirmation of enrolment and information relating to the commencement of the course and orientation will be provided.

Student Entry Requirements and Application Procedures

Students applying for our courses are required to apply through an agent or apply online using the link: <https://apply.eca.edu.au/> .

All documentation sent with the application should be either original or certified copies, and if not the applicant will be contacted and asked to submit the required documentation.

ECA College advises the students that the college uses agent to assist in recruiting the students. ECA College acknowledge the role of Education Agents in the recruitment of International students. The agents are often the first point of contact between our prospective students and the college.

ECA College ensures that all reasonable measures are taken to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity (National Code Standard 4). Visit our agents list:

<https://ecacollege.rtomanager.com.au/Publics/PublicsPages/AgentListByCountry.aspx>

Entry requirements for our courses by the ECA College will be:

Age – must be a minimum of 18 years of age
Academic criteria – Have satisfactorily completed Australian Year 12 or equivalent English language proficiency - IELTS 5.5 or equivalent.

The Entry requirements for Diploma and Advanced Diploma courses may require the student to have either successfully completed a lower level qualification or to demonstrate working experience relevant to the qualification being enrolled in. Specific requirements are recorded in the training and assessment strategy for each qualification.

If any required original/certified documents are not provided, a condition requiring them will be inserted under Conditions in the International Student Offer and Acceptance Agreement.

Acceptance, fee payment and issuing of a CoE (Confirmation of Enrolment) cannot occur until certified documents are provided.

Assessing Applications

Application forms together with associated (and applicable) documents (English language reports, Secondary/Post-Secondary Studies Certificates and Academic Transcripts) will be forwarded to the relevant staff member to determine whether or not the applicant meets the relevant entry requirements, and whether or not an offer should be made.

The applications will be assessed by ECA College for the final approval. Applications will normally be assessed and responded to in an efficient and timely manner, normally within 3 working days. Processing will necessarily be delayed in cases where requests have to be made for either original or certified documents. Where this is the case, processing time will depend on when the requested documentation is provided.

The main means of assessing and verifying applicants' educational qualifications will be via the *Australian Government AEI Country Education Profiles (CEP)* online at <https://internationaleducation.gov.au/Services-And-Resources/services-for-organizations/Pages/Services-for-organisations.aspx>

IELTS English language test results are checked and verified using the web-based *IELTS Test Report Form (TRF) Verification Service* online at: <https://ielts.ucles.org.uk/ielts-trf/index.jsp>

The ECA College will check the provision, adequacy and authenticity of:

- all necessary personal and contact information;
- passport pages;
- English language proficiency; and
- prerequisite educational history and qualifications.

When applicants are informed of the fee structures they will be asked to indicate their preferred mode of payment from bank transfer, credit card, bank cheque, VISA debit/MasterCard Debit, or online payment through the ECA College website.

Applicants will be informed of the possibility of applying for advanced standing/credit transfer on the basis of their having previously studied and successfully completed an equivalent course in an Australian RTO.

Applicants will be able to apply for Credit Transfer and attach the required details relating to the institution, course of study, syllabus, and curricula of subjects successfully completed and for which they are seeking credit. They must also attach originals or certified copies of the related qualifications and academic transcripts. All such applications will be assessed by the ECA College as a part of the overall application process.

Letter of Offer and Confirmation of Enrolment

If an application is checked and verified as meeting all criteria, and if a suitable place exists, the ECA College will send the applicant via email or standard post a Letter of Offer and Acceptance Form.

The *ECA College Acceptance Form* is a legal document which is printed on Education Centre of Australia Letterhead and includes a legal agreement to be signed and returned by the applicant.

It has several sections, which are:

- Personal Details;
- Offer Details;
- Program Details;
- Mandatory Dates Relating to the Program;
- Payment of Fees;
- Conditions Relating to the Program Offer;
- Refund Policy;
- Emergency Contact Details;
- Acceptance/non-acceptance of offer

If any of the necessary documentation is not provided, the Letter of Offer will be made Conditional, with the specific conditional requirements for providing the necessary documentation recorded in the student file. All such conditions must be met before a CoE can be issued.

On receipt of the Letter of Offer the applicant must meet any special conditions and sign the *ECA College Acceptance Form* before or at the time of paying their first instalment of fees. Students must meet any Condition/s as stated on their Offer Letter before a CoE can be issued.

An electronic Confirmation of Enrolment (eCoE) can be issued when these conditions are met and when a copy of a bank draft or receipt of payment at bank has been received.

The eCoE will be created on PRISMS by registered staff, and the eCoE will be issued within 2 days of the student accepting the offer.

The following information will be included in the eCoE:

- Student's full name as on passport, gender, date of birth, nationality and country of birth;
- DHA Office where visa application is to be made;
- Course title and CRICOS Code;
- Course start date (refer offer letter);
- Course end date (refer offer letter);
- Fees paid in advance;
- Total course fee (allowing for adjustments due to Credit Exemption/RPL);
- OSHC paid;
- English test type and score;
- Passport;
- Comments section with any extra information e.g.: RPL Granted, Family OSHC paid.

This handbook

This information booklet is designed to provide you with information about the services provided by ECA College and its approach to providing you a safe, fair and supported environment to participate in training and assessment. See the Student Resources page on the website for full versions of the Institute's policies and procedures and various forms.

This booklet does not provide you with specific information about a particular course offered by ECA College. That information is contained in the Course Brochures supplied separately.

Introduction to Australian Vocational Education and Training

What is VET?

Australia's Vocational Education and Training (VET) system is based on nationally endorsed industry training packages which identify specific skills and knowledge applied in the workplace. Students undertaking a VET qualification must demonstrate the skills and knowledge identified in a training package and be assessed as 'competent' in the selected units of competency to be eligible for the award of the qualification.

National Recognition

The qualifications and Statements of Attainment issued by ECA College must be automatically recognised by all Registered Training Organisations (RTOs) across Australia. In turn, ECA College recognises the qualifications issued by RTOs in all other States and Territories. This allows people to move around Australia from different employers being confident that their qualification will be equally recognised.

What is Competency Based Training?

Competency based training is training that develops the required knowledge and skills to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. Competency is achieved by being assessed against requirements of the unit of competency. Your assessor will make a judgment of your competency after reviewing all the different types of assessment evidence you provide.

Training Packages

Training Packages represent the national industry benchmarks for Vocational Education and Training. Training packages set out the competency to be achieved but do not state how the training should be delivered. This means that students may complete their qualification in different ways between various training organisations. The training package also specifies the relevant qualification rules including the compulsory core units are included in a course and the elective units which are available.

Delivery of Training

Students will receive all the training for which they have enrolled. To be awarded a qualification, all assignments and assessments must be completed to a satisfactory level and submitted in accordance with instructions and within timeframes prescribed. Students are advised of the specific requirements to receive a qualification in their area of study as part of enrolment and when training delivery commences.

Results and Certificates

On completing the training program with ECA College, you will receive a nationally recognised qualification. The qualification is recognised within the [Australian Qualifications Framework](#). Qualifications are formatted to a uniform standard to ensure they are valid documents and will be instantly recognised throughout Australia. A qualification issued by ECA College will be accompanied by a transcript which will detail the units of competency issued within the qualification.

Where a student does not complete the entire course requirements, they may be entitled to receive a Statement of Attainment. A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units. A Statement of Attainment can be used as a basis for recognition of your current competence with other Registered Training Organisations within Australia.

A statement of results will be available to you upon request throughout your training. This will provide you information on your progress.

Australia Country Education Profile

The Australian Government Department of Education and Training promotes mobility through qualifications recognition. The Australia Country Education Profile provides comprehensive

information about education in Australia to improve understanding of the Australian education system and Australian qualifications.

To support mobility, the department engages domestically and globally on qualifications recognition policy and encourages improved recognition practices. It also engages in international policy dialogue on the Australian Qualifications Framework (AQF).

Other departmental information and services to support recognition include:

Country Education Profiles—an online recognition tool providing guidance on the comparability

- of overseas qualifications to qualifications on the AQF, lists of recognised institutions and information about education systems for 126 countries
- professional development for recognition authorities
- providing qualifications recognition policy advice to Australian educational institutions, professional assessing authorities and state and territory governments
- assessments of overseas postsecondary qualifications for individuals for general purposes.

For more information see www.internationaleducation.gov.au

Course Information, Registration and Orientation

Training is offered in accordance with set study and break/holiday periods. Details of specific study periods and holidays are published on the website and are provided with the Letter of Offer.

A course timetable will be provided when your Confirmation of Enrolment (CoE) is provided. A detailed class timetable, as relevant to your intake date, will be provided at Orientation.

As a new student, you will receive an email from us approximately one week prior to your commencement date welcoming you and providing you details of your orientation day.

Registration and orientation is the essential first step for ECA College students to ensure they clearly understand their visa conditions to study in Australia, requirements for a successful educational experience, including maintaining course progress and attendance requirements.

Student Induction/Orientation

Students will be given a detailed orientation into the chosen program at the beginning of the course. Your trainer will provide you with information about all aspects of the course and your role and responsibilities specifically relating to your participation in the course. The Orientation will provide a wide variety of information about the policies and procedures at this institution.

Orientation Program

As part of your enrolment in this program, you will need to attend an Orientation Program. The Program covers a broad range of topics.

The purpose of the Program is to provide an overview of the course you are studying, the institution in which you are studying and important information regarding how we can assist you with your studies and support your time studying in Australia. The program provides information to ECA College students on a range of topics including:

- The Australian VET Quality Framework and your qualification
- ECA College as a Registered Training Organization (RTO), its affiliations, role and responsibilities
- Our staff and their capabilities
- Resources, facilities and equipment
- Help that is available to you with regard to the English language and academic support for your studies
- Help available to assist you to adjust to life in Australia and to your new course
- Services available to you, from the College, and from other sources to assist you in meeting your course requirements and/or maintaining your attendance.
- Availability of welfare services
- Our critical incident policy
- Your contact person at the College for support in academic and non-academic matters
- Non transfer policy prior to six (6) months of commencing your studies
- Transferring providers and how it works
- Complaints handling
- Grievance handling
- External, independent complaints referral and appeals
- Role of the Fair Work Ombudsman
- Your continued enrolment during a complaint or appeal
- Monitoring your course progress and supporting you
- Expected duration of course completion
- How we maintain student records
- Intervention strategies to help you complete your course
- Our verbal and written communications with you: Letters and other correspondence
- Non satisfactory student progress and compulsory reporting by us
- Student induction
- English language delivery and support
- Course structure and content
- Course credits
- Modes and methods of delivery
- Plagiarism
- Assessment

- Results
- Disciplinary procedures
- Informing the student of an intent to suspend or cancel their enrolment
- Student surveys

On the first day at ECA College students attend registration and orientation and cover the following topics:

- Registration to complete the required forms
- Welcome session including meeting key staff
- Overview of life in Australia and where to find assistance
- Employment rights and responsibilities – Fair Work Ombudsman
- Your safety
- Academic and general administrative matters
- Students rights and responsibilities
- Policies and requirements for satisfactory progress
- Unique Student Identifier (USI)
- Student visa conditions overview
- Complaints and appeals procedures
- Emergency contact details and critical incident policy and procedure
- Maintaining current contact information
- Issuing student cards
- Campus tour
- General tour of the area for newly arrived students from overseas

Students who do not commence on the published start date and commence by the default date will be registered and undergo individual orientation.

Education Services for Overseas Students Framework

Australia provides rigorous protection for international students through the [Education Services for Overseas Students \(ESOS\) legislation](#), which requires institutions that provide education to international students, to meet nationally consistent standards in education delivery, facilities and services. Breaches of the Act are treated seriously, and the penalties can be significant.

All institutions wanting to deliver courses to international students in Australia must be registered with the [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#) and meet special registration conditions.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 <https://www.legislation.gov.au/Details/F2017L01182> provides nationally consistent standards for the conduct of registered providers and the registration of their courses.

The standards set out specifications and procedures to ensure that registered providers of education and training courses can clearly understand and comply with their obligations under the National Code.

Information that explains your rights as a student studying in Australia under the Education Services for Overseas Students Act 2000 can be found on the Study in Australia website: <http://www.studyinaustralia.gov.au/global/australian-education/education-system/esos-act>

Tuition Fee Protection

Tuition fee protection for overseas students is organised under the Tuition Protection Service (TPS). The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

The TPS is a placement and refund service to assist overseas students whose RTOs are unable to fully deliver their course of study. The TPS ensures overseas students can either:

- complete their studies in another course or with another registered provider or
- receive a refund of their unspent tuition fees.

PRISMS

The Provider Registration and International Students Management System (PRISMS) is a secure computer system that is the information source for CRICOS.

Education institutions and their courses are listed on PRISMS, as is each student studying in Australia on a student visa. That is because this system interfaces with the Department of Home Affairs (DHA) data.

Through PRISMS education institutions notify DHA of each student's enrolment in a course. This should occur before the student applies for a student visa to study in Australia. The enrolment information generates an electronic Confirmation of Enrolment (eCoE) as evidence of enrolment in a registered, full-time course. This eCoE is a key requirement for DHA to issue a student visa.

Education providers also use PRISMS to notify DHA of students who may have breached the terms of their student visa.

PRISMS has reduced visa fraud and ensured education institutions keep track of the students in their care.

Student rights

The ESOS framework protects student rights, including:

- The right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from a provider and the provider's agent
- The requirement to sign a written agreement with the provider before or as fees are paid, setting out the services to be provided, fees payable and information about refunds of course money. A copy of the written agreement will be kept by the student and ECA College
- The right to get the education paid for. The ESOS framework includes consumer protection that will allow students to be placed in another course if the provider is unable to teach the course.
- The right to know:
 - How to use the provider's student support services.
 - Who the contact officer is for overseas students.
 - How to apply for course credit.
 - How to apply for enrolment deferment, enrolment suspension or cancellation.
 - The provider's requirements for satisfactory progress in the courses of study.
 - How to use the provider's complaints and appeals process.

The student responsibilities include:

- Satisfy the student visa condition.
- Maintain Overseas Student Health Cover (OSHC) for the period of the stay.
- Meet the terms of the written agreement with ECA College.
- Inform the provider of any change of address.
- Maintain satisfactory course progress.

The Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime.

It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's license number and/or passport. Our enrolment process will clarify what you need to know.

There are several unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of learners in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Individuals who have a genuine personal objection to being assigned a USI can apply for an exemption to the Student Identifiers Registrar. Individuals who have been exempted must show the original of this notice to their training organisation. Training organisations will not need to collect a USI in order to issue a VET qualification or statement of attainment to exempt individuals. If the student later wants a USI the training completed under exemption cannot be added to their USI account retrospectively.

Further details can be accessed at www.usi.gov.au

Conditions of your visa

All international students applying to enter a training program being offered by ECA College must:

- Be over the age of 18
- Demonstrate good command of written and spoken English
- Have completed an equivalent secondary schooling level of a High School Certificate or can demonstrate suitable work or life experience
- Meet the following Student Visa 500 subclass requirements – [Click Here](#):
 - Be a genuine temporary entrant – [Click Here](#)
 - Meet English language test score requirements – [Click Here](#)
 - Demonstrate financial capacity – [Click Here](#)
 - Hold Overseas Student Health Cover (OSHC) – [Click Here](#)
 - Meet the health requirements – [Click Here](#)
 - Be of good character – [Click Here](#)

Under the simplified student visa framework arrangements introduced in July 2016 streamlined evidentiary requirements apply and the student visa applicant may be able to satisfy the Department of Home Affairs of their financial capacity and English language proficiency by declaration only. This is dependent on the level of risk rating of each student visa application which is determined by taking into account the risk rating allocated to the country from where the student originates combined with the risk rating allocated to ECA College as a provider on the CRICOS register. The easiest way to determine the evidence required to satisfy the visa requirements is for the prospective overseas student to utilise the Document Checklist Tool provided with the Student Visa (subclass 500) requirements page [Click Here](#).

All students, regardless of the financial capacity and English language proficiency will continue to have to meet all other core visa criteria, such as the Genuine Temporary Entrant requirement and health and character criteria.

Permission to Work Arrangements

If you have been granted your student visa, you may receive permission to work with your visa grant. This will also apply to any family member travelling with you on your student visa. You are not allowed to work until your course has started and you can work up to 20 hours a week while your course is in session (not counting any work undertaken as a registered component of your course of study). However, you can work unlimited hours during scheduled course breaks. Your family members are not allowed to work until you begin the scheduled course. Family members are allowed to work up to 20 hours per week at all times after your course has commenced.

Further information about student visa conditions can be found at the Department of Home Affairs: Meet the following Student Visa 500 subclass requirements – [Click Here](#)

Fair Work Ombudsman

The Fair Work Ombudsman (FWO), is an independent statutory agency of the Government of Australia that serves as the central point of contact for free advice and information on the Australian national workplace relations system. The Office of the Fair Work Ombudsman also investigates workplace complaints and enforces compliance with national workplace laws.

The Office of the Fair Work Ombudsman offers employers and employees free information and advice on pay, conditions, and workplace rights and obligations under the national workplace relations system.

The Office of the Fair Work Ombudsman operates the Fair Work Infoline for workplace relations queries on 13 13 94.

Complaints about work

Those in the national workplace relations system can make a complaint to FWO regarding underpayment of wages, conditions (such as annual leave), workplace rights and discrimination in the workplace.

The Office of the Fair Work Ombudsman will make a decision about the best course of action to resolve the complaint. FWO might decide:

- that the matter is outside of their jurisdiction and refer the person somewhere else
- that there hasn't been a breach of Commonwealth workplace laws
- that mediation is the best way to resolve the issues

- to conduct a formal investigation
- to conduct an audit.

An investigation looks at employment records and documents to find out the facts of a workplace compliant and to decide if relevant parties have complied with Commonwealth workplace laws.

Course Delivery and Assessment

Delivery of Courses

Students are required to undertake 20 hours' study per week during terms. ECA College courses are structured to ensure the delivery and assessment process is both rigorous and relevant.

ECA College adopts a Course Progress Policy and whilst poor attendance is not reported, attendance is monitored as a component of unsatisfactory academic progress. Students are provided with textbooks and workbooks and access to a library.

Course Progress Policy

The Institute must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) of the ESOS Act 2000, international students are required to maintain satisfactory course progress in order to successfully complete their program within the duration specified in the Confirmation of Enrolment (CoE) letter.

Satisfactory course progress is defined as a student successfully completing all required subjects / units of competency in their program in order to achieve the qualification within the expected duration specified on their CoE.

Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the subjects/units of competency undertaken in that term (study period) or failing the same unit twice. A student who is identified as falling behind in successful assignment completion will be managed via a range of intervention strategies.

An intervention strategy is an individual student learning plan developed by the Director of Studies aimed at improving the academic progress and attendance of a student. Intervention strategies may include additional learning support, make-up classes, counselling, training to develop study habits or adjustment to study program. ECA College will do everything it can to assist students who want to learn and progress.

If the outcome of the intervention strategy is to extend the student's course enrolment then the student will be advised in writing and informed it is their responsibility to contact DHA to seek advice on any potential impacts on their visa, including the need to obtain a new visa. The Institute can only extend the expected duration of study in limited circumstances, through issuing a new CoE letter.

If the intervention strategies do not result in any improvement, ECA College will notify the student in writing of its intention to make a report to the Department of Education and of their right to access the complaints and appeals processes within 20 days. This report may result in the cancellation of the student visa by the Department of Home Affairs.

Assessment Requirements

Students are assessed in a variety of ways, examples below. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

Written Exercises

- Written exercises may be open or closed book exercises, which may involve multiple choice questions, short answer questions, case studies, and reports.

Case Study/Written Report

- Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

Presentations /Role Plays

- Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

Portfolio

- A Portfolio usually contains a number of documents, gathered over a period of time, displaying evidence of the ability to perform a number of practical skills or tasks.

Assessment Submission

Students will receive an assessment summary at the beginning of each module. The assessment summary contains all the required information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students **MUST** submit all assessments by the due date. Any assessment NOT submitted by the due date will be deemed 'not competent' and recorded as a missed assessment.

Missed Assessment

In cases where a student has not submitted an assessment, the Director of Studies and Trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The Director of Studies will consider the:

- The student's history in submitting assessments
- Attendance record

- Compassionate or compelling circumstances

Students may be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access ECA College's complaints and appeals process if they are not satisfied with the outcome.

Recognition of Prior Learning (RPL)

ECA College has in place systems to offer Recognition of Prior Learning (RPL) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

ECA College ensures that assessment undertaken for Recognition of Prior Learning:

- Meets the requirements of the relevant training package
- Is conducted in accordance with the principles of assessment and rules of evidence
- Meets workplace and, where relevant, regulatory requirements; and
- Is systematically validated

Students may apply for Recognition of Prior Learning either before commencement or as soon as studies commence. For international students, an approved RPL will mean early completion of their qualification and the reduced duration will be reported on PRISMS.

ECA College provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of Recognition of Prior Learning applications and a copy is to be kept on the students file.

National Recognition (Credit Transfer)

National recognition is the recognition of learning achieved through formal education and training. Under the VET Quality Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. National recognition allows a student to be awarded a unit of competency based on successful completion of the unit, which has been previously awarded.

Evidence requirements for national recognition

An applicant will be required to present his or her statement of attainment or qualification for examination by ECA College. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as true copies of the original by a Justice of the Peace (or equivalent).

National recognition guidelines

The following guidelines are to be followed in relation to national recognition:

- Students may not apply for national recognition for units of competence or qualification which are not included in ECA College's scope of registration.
- Students are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for national recognition.
- National recognition is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

ECA College provides the student with a 'Confirming Outcome of Credit Application' letter. The students must sign this letter to indicate agreement with the outcomes of applications and a copy is to be kept on the students file.

Where a student applied for and was granted credit through National Recognition after orientation/commencement, ECA College will notify this early course completion to DET via PRISMS.

Assessment Outcomes

The evidence students submit will be assessed and they will be given written and verbal feedback. Each individual assessment task will be marked as either Satisfactory or Unsatisfactory. A mark of Competent or Not Competent will be given for the whole unit. If the student is assessed as Not Competent, they will be given some suggestions for improvement and asked to resubmit their material and/or redo their assessment.

If the student doesn't agree with the assessment result or thinks that the assessment process is not valid, or disagrees with the decision once it is made, or believe that they have been treated unfairly, they can appeal.

Full details of the Appeals process are contained in this Student Handbook.

Re-assessment

Participants will be allowed two (2) further attempts at an assessment for which the outcome is Not Satisfactory, within the timeframe of a unit of competency. No additional fees will be charged.

Participants who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request additional time to resubmit and in this time, they can request a mentoring/coaching session if required. After that they will be charged a re-assessment fee.

Reassessments are organised by Student Services and a cost will be incurred per assessment task. Should you be unable to fulfil the unit of competency requirements following a re-assessment, you will be required to repeat the unit of competency in line with the Institute's policy. Student Services will advise of the cost of repeating a unit of competency and the cost for re-assessment. Repeating a unit of competency is subject to timetable availability.

Issuing Qualifications and Statements of Attainment

ECA College will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete. Please note however that the Institute is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to the Institute have not been paid.
- The student has not provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in a training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course but the student did not achieve all of the units of competency to receive the full qualification.

Plagiarism

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source, must be acknowledged with "quotation marks" around the relevant words / sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author's surname (including author's full name, name of document/ book/ internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.

Policy Guidelines

Deferring, Suspending or Cancelling a Course

Under the requirements of the ESOS Act and National Code, international students enrolled at ECA College are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate stating that student is unable to attend classes
- compelling or compassionate circumstances beyond the control of the student

ECA College may suspend or cancel a student's enrolment on the basis of misbehaviour, the student's failure to pay their fees, or breach of course progress requirements. The Institute will inform the student of its intent to suspend or cancel their enrolment and advise them of their right to appeal the decision through its internal appeals process. The suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed.

Deferment, suspension and cancellation may affect a student's visa and ECA College must report on PRISMS as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. If a student defers or suspends their studies on any other grounds, ECA College must report the student to DHA via PRISMS, as not complying with visa conditions.

Process for Transferring to Another Provider

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 of the ESOS Act 2000, international students are restricted from transferring between education providers prior to completing six months of their principal course of study, unless they are given a release from their RTO or can demonstrate exceptional circumstances. ECA College will only consider giving a release to a student who has a valid enrolment offer from another registered education provider. Students must also complete an Application to Transfer between Registered Providers form. If granted, a release will be issued at no cost to the student.

All requests for a transfer are recorded on PRISMS by ECA College including the reasons for refusal of release.

Where a release is not granted, the student will be advised in writing providing the reasons for refusal. The student may access the Institute's complaints and appeals process within 20 working days if they want a review of the decision.

Applications for transfer from ECA College will be assessed and replied to within 5 working days.

Students applying to transfer to another provider must use the following process:

- The student must go to reception to fill in the Termination Request Form
- Students must complete all sections, in particular the reason and circumstances for the transfer to another provider with documentary evidence
- Students who have NOT completed six months of their principal course MUST NOT provide a Confirmation of Enrolment from another provider as evidence.
- The student must then make an appointment to meet with the Director of Studies to discuss the transfer request
- The Director of Studies will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
- Assessing and replying to the student transfer request will be completed within 5 Business/working days unless insufficient evidence has been submitted with the application.
- In straightforward requests, students will be provided with an immediate signature from the Director of Studies during the interview either accepting or rejecting the transfer and termination request.
- In cases where other evidence needs to be provided and considered, all requirements will be noted on the SMS with required future actions.
- In all cases, students who have not had their termination request approved may access ECA College's complaints and appeals process within 20 days
- Evidence will be retained on the student file.

Extension of Student Study

ECA College will only extend the duration of a student's study where it is clear that the student will not complete the course within the expected duration as specified on the students CoE as a result of:

- Compassionate or compelling circumstances (e.g.: illness, where a valid medical certificate states that the student was unable to attend classes or where ECA College has not been able to offer a pre-requisite unit of competency)
- ECA College is implementing the intervention strategy for students at risk of not meeting satisfactory course progress
- ECA College approved deferment or suspension of studies granted under the National Code of Practice

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with Standard 8.16, ECA College records this variation and the reasons on the student file and SMS. The Institute will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

The student is advised to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at ECA College specified in the student CoE will not exceed the CRICOS registered course duration.

Complaints and Appeals

ECA College is committed to providing a fair complaints and appeals process. ECA College recognises that a complaint and an appeal are different and therefore require a different process for responding to each.

What is a complaint?

A complaint is generally negative feedback about services, whether provided by the Institute or others on its behalf, other students or staff which has not been resolved locally. A complaint may be received by ECA College in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students.

The complaint may be about the student's dealings with ECA College, its education agents or any related party it has an arrangement with to deliver the course or related services. It may also be the Institute's staff or other students.

What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of the decision or finding is informed to the student.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time they occur between the persons involved.

Complaint and appeals handling

ECA College undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by ECA College including all details of lodgement, response and resolution.
- A complainant or person lodging an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each complainant or person lodging an appeal may be accompanied and/or assisted by a support person at any relevant meeting.

- The handling of a complaint or appeal is to commence within 10 working days of the lodgement of the complaint or appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The complainant or person lodging an appeal is to be provided a written statement of the outcome, including details of the reasons for the outcome.
- ECA College shall maintain the enrolment of the complainant or person lodging an appeal during the complaint or appeals process.
- Decisions or outcomes of the complaint or appeals process that find in the favour of the student shall be implemented immediately.
- Complaints and appeals are to be handled in the strictest of confidence. No ECA College representative is to disclose information to any person without the permission of the Chief Executive Officer. A decision to release information to third parties can only be made after the complainant has given permission for this to occur.
- Complaints and appeals are to be considered on the basis of procedural fairness and lead to opportunities for improvement through a report to the CEO.

ECA College considers that it would be extremely unlikely that complaints and appeals are not able to be resolved quickly within ECA College's internal structures.

Complaints Handling Procedure

Matters that cannot be resolved at the time they occur should be referred to ECA College Chief Executive Officer for review. The following procedure is to be followed when a complaint form is received:

- A Complaints and Appeals Form is received by ECA College and is to be immediately recorded into the Institute's Complaints and Appeals Register.
- Complaints which are received in other forms such as phone or email are to be detailed on a Complaints and Appeals Form by the person receiving the complaint and then recorded in the Complaints and Appeals Register.
- The Complaints and Appeals Form is to be forwarded to the Chief Executive Officer who is to review the matter and make recommendation as to how to respond to the matter. The Chief Executive Officer may choose to consult with others within ECA College or relevant agencies external to the Institute in determining their recommendation.
- The Chief Executive Officer may choose to make inquiries about the matter or may task another person to research the matter against relevant policy.

- The Chief Executive Officer is to finalise their response to the complainant and provide the complainant a response as soon as possible but no later than 10 working days from when the complaint is received.
- The Chief Executive Officer is to communicate the response to the complainant personally either during a meeting or via the telephone. Complaint responses are not to be provided to the complainant via any third-party or via electronic communication such as e-mail. The Chief Executive Officer is to seek feedback from the complainant about their level of satisfaction with the complaint outcome. And advise the complainant of their options if they are not completely satisfied with the outcome.
- Complaints must be resolved to a final outcome within sixty (60) calendar days of the complaint being initially received. Where ECA College Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint, the CEO must inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, ECA College should attempt to resolve complaints as soon as possible. A timeframe to resolve a complaint within thirty (30) calendar days is considered acceptable and in the best interest of ECA College and the complainant. A complainant should also be provided with regular updates to inform them of the progress of the complaint handling. Updates should be provided to the complainant at a minimum of two (2) weekly intervals.
- If complainant is not satisfied with the outcome of the complaint handling, the CEO may arrange for the complaint to be considered by an appropriate independent third-party or the student may refer the complaint to the Overseas Students Ombudsman at <http://www.oso.gov.au/making-a-complaint> phone:1300 362 072
- The Institute believes the Resolution Institute, the national association of dispute resolvers, is an appropriate third party. Head Office details as follows:
 - Address: Level 1, 13 Bridge Street Sydney NSW
 - Phone: (+61 2) 9251 3366
 - Free call: 1800 651 650
 - Email: infoaus@resolution.institute
 - Website: <https://www.resolution.institute>
- Staff are to provide assistance to students during the complaint handling process.
- The response to the complainant must include information that demonstrates that the matter was thoroughly reviewed and what actions and outcomes have been identified as a result of the complaint.

Appeals Handling Procedure

Applications by students for reconsideration of an unfavourable decision or finding are to be treated with the highest importance. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be lodged within 28 days of when

the decision or finding is communicated to the student. The following procedure is to be followed when an application for appeal is received:

- A student appealing an assessment decision is to be referred immediately to the Chief Executive Officer. The Chief Executive Officer is to arrange for a re-assessment of the student as soon as possible. The student is also to be offered the opportunity to undertake additional training before this re-assessment. The reassessment is to be conducted by a different assessor than conducted the initial assessment. The student may be offered up to 2 re-assessments.
- If after the reassessment, the student remains not-competent and is dissatisfied with the assessment outcome, the student is to meet with the Chief Executive Officer and the Director of Studies to discuss the assessment process and the assessment outcome.
- If after consultation with the Chief Executive Officer, the student remains unsatisfied with the assessment process, the student is to be provided the Complaints and Appeals Form and the matter is to be dealt with in accordance with the complaint handling procedure.
- If the student is seeking a refund of their tuition fees based on an unfavourable outcome, this may be considered by the Chief Executive Officer on its merits. If the Chief Executive Officer does not approve a refund and considers that ECA College has dealt with the matter appropriately and has provided the student all reasonable opportunity to demonstrate their competence, the student is to be advised of the opportunity to refer the matter to Office of Fair Trading.
- The Management Team is to inform the applicant of the improvement actions identified.
- The Complaints and Appeals Register is to be kept up to date at all times to accurately reflect how the matter was responded to and the duration from the date the appeal was received to the date the appeal was resolved.

Critical Incidents

ECA College is committed to maintaining a safe and supportive environment for staff and students. The Institute has a policy that underpins its approach to responding to critical incidents that may occur and impact on the people both studying and working at ECA College. We are particularly mindful of our responsibility to support our students from overseas who may not have access to a normal support network.

A Critical Incident: is any sudden or progressive development (event) that requires immediate attention and decisive action to prevent / minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;
- Serious accident or injury;
- Death or serious illness of a student's family or friends overseas (in their homeland);

- Removing an individual's liberty under duress, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons found/ present;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Threat of widespread infection or contamination;
- Civil unrest;
- Serious damage to essential facilities and or extreme disruption to operations at ECA College; and
- Information which has the potential to negatively affect the reputation of ECA College in the media and/or wider community.

Staff Responsibility

In the event of a critical incident, the Institute recognises that appropriate infrastructure must be in place to ensure the provision of all necessary support services.

As part of the orientation program all students and staff are given a document outlining procedures to follow in the event of an emergency and also a floor plan of the building identifying the location of the fire exits.

Responding To a Critical Incident

Staff, students or visitors involved or witnessing a critical incident should immediately contact the student intervention officer on 02 9318 8188 and fill out the critical incident form as soon as possible which submit to the CEO. This form is important in helping Institute staff to capture all the vital information.

The senior staff member present at the time is the lead representative at the site until the arrival of the CEO. When the CEO arrives, he/she assumes responsibility for controlling the recovery from the incident. The CEO will ensure that any necessary debriefing occurs promptly and that support services are available to those affected by the incident.

The ESOS Act 2000 requires ECA College to notify Department of Home Affairs as soon as practical after the incident. In the case of a student's death or other absence affecting the student's attendance, the Liaison Officer at the State DHA office should be contacted by phone prior to reporting via the PRISMS reporting system.

Disclosure of Information

Information about students will not be provided to any other third party without the prior written consent of the student with the exception of relevant government departments, when the information will be provided with or without the consent of the student. A copy of information shared with a third party will be kept on the student's file.

Information about a student from the student

- Students have access to all information kept on their file based upon written request

- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the information/documents will be processed

Information about a student from a third party

- Information requests about students from a third party will be denied unless there is written consent from the student
- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.

In all cases, conditions of the Privacy Act 1988, Australian Privacy Principles (APPs), will be followed and adhered to by staff members and students at ECA College.

ECA College is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.

In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases ECA College will seek the written permission of the student for such disclosure. ECA College will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by a person, you need to authorise this access otherwise this access will be denied.

You have the right to access information that ECA College is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how ECA College is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint>

Discrimination and Harassment

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be

related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status or economic status.

Harassment is unwelcome conduct that humiliates, offends or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The effect is to make a person feel insulted, offended, intimidated and unable to work effectively or, ultimately safely.

Examples of bullying behaviour include excessive criticism, publicly insulting or shaming an individual and making threats.

ECA College ensures that any reported cases of discrimination, harassment or bullying are handled in a confidential sensitive manner to protect the integrity and rights of any participants. In cases where the allegation is proven with concrete evidence, the student or staff member risk termination.

Student Support Services & Resources

ECA College students are provided with academic and non- academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

Student Support Services

Student Services



ECA College has a dedicated Student Services team, who is able to assist students with the following matters:

- Paying your fees
- For course variations e.g. Leave of Absence,
- To find relevant ECA College staff
- Change of personal details
- General inquiries
- Complaints
- Student cards

Alternatively, students can also email their initial inquiries to Studentservcies.ecac@eca.edu.au
Phone: (02) 9318 8151

Student resources

Essential Website and IT Services

As well as being a key information point for students, the ECA College Website, www.ecacollege.nsw.edu.au provides links to:

1. Courses for information on all ECA College Certificate, Diploma and Advanced Diploma courses, and Asia Pacific International College Pathway Program.
2. Student support for Application Forms and all other forms a student may need to use and a place to update your personal and contact details.
3. The ECA College Student Handbook.

While studying at ECA College students will have ready access the ECA College Student Portal to enable them to:

1. Access personal and academic details;
2. Update their address and contact details as soon as they change;
3. View communication relating to reassessments and late fee warnings; and to
4. Check trainer's feedback on their academic results.

To log onto the ECA College Student Portal go to the www.ecacollege.nsw.edu.au home page and click on "Student Portal". The student will then have to log on with their student ID and Password, which will be given to them on orientation day. Students can also access the Student RTO Portal using the following Link <https://ecacollege.rto manager.com.au/Default.aspx> and login using the details that will be sent to the student by ECA College. Students can also log into the ECA COLLEGE e-Learning Platform, where they can access learning materials to prepare for classes, discussion boards, quizzes and assessments, and where they can also submit assessments and assignments for their trainers to assess. The student will need to Go to: <https://ecacollege.elearninglogin.com/session/new> and login using the details that will be sent to them by ECA College.

Facilities

Computer facilities

All students at ECA College have access to computer laboratories equipped with modern computers and visual aid devices. Enrolled students are given access to free Internet facilities, a variety of software, printing and email facilities. Individual network accounts are given to students immediately upon the processing of the enrolment form.

Wireless Internet

Students have free access to wireless internet. Students can bring their own laptops and use WIFI for research purposes. Password is same as the WIFI user name. Just choose ECA College-Students among the network options and you will be automatically connected.

Printing

Printers are available on Level 2 and 3 for students to print their class and assignment work, if required. A printer is also available in Computer Lab 5 for students to print their class and assignment work. Student will receive access to 'Papercut' application to purchase credit for printing documents during enrolment.

Student Breakout Area and Kitchenette

There is a common breakout area and kitchenettes where students can have a snack between classes. It is equipped with a snack vending machine, a coffee machine, microwaves, refrigerators as well as kitchen supplies and a LCD TV and it is located on Level 3 (Shared service with APIC, Sydney).

Access to your records



Students are entitled to have access to their student file and learning and assessment records on request. Students may require these to monitor their progress with training or simply to go back and confirm something in a previous training module

While these records are retained by ECA College, the student can access at anytime by asking their trainer who will organise immediately. ECA College do require the student to complete and sign a request form to access their records.

Students can access hard copy records and reports from our student management system, but only relating to you personally. Students can request access to their hard copy record by using the Student Records Request Form.

Access to requested records during a work day will be arranged as soon as possible and within 24 hours of the request. Students should note that these records cannot be removed from the campus unless a copy is requested. Standard printing fees will apply.

ECA College provides students with access to a range of learning resources in its Learning Hub, which contains a variety of additional materials to support the student's learning experience.

A number of online libraries are recommended to students, as most reference materials are now available online. The following are some of the recommended library collections online:

National Library of Australia <http://www.nla.gov.au> (FREE)

Libraries Australia <http://librariesaustralia.nla.gov.au/apps/kss> (FREE)

Free e-books <http://www.e-booksdirectory.com> (FREE)

The Free Library <http://www.thefreelibrary.com> (FREE)

We recommend that students use the free electronic resources and the State Library of NSW for research. The State Library of NSW library card allows you to request books and other collection material, access eresources or book a study room. You can also use the eresources remotely—anywhere, anytime. To register online and obtain a library card go to www.sl.nsw.gov.au/research-and-collections-get-library-card/sign-library-card. This is a free service.

Study assistance

The student's trainer will be able to provide them with one on one help and suggest additional readings and information. Just ask. ECA College's trainers are very friendly and want to help students achieve their learning goals.

The following online resources are also useful for providing student support to study:

Effective Study skills

A useful quick overview of study skills

www.adprima.com/studyout.htm

How to Study

A large directory to study skills websites, including how to study in specific subject areas.

www.howtostudy.org

Study Guides and Strategies

A wide ranging overview of the skills needed at all stages of student life.

www.studygs.net

Study Skills Self-Help

Covers important skills such as time management, note taking and exam preparation.

www.ucc.vt.edu/stdysk/stdyhlp.html

Student counselling

It is important that students have access to a range of support mechanisms during their study. If students require assistance or counselling related to study or personal difficulties, they should speak initially with their trainer or to the Student Services Officer.

The Student Support Officer has a list of local resources, including doctors, dentists, legal aid and other specialist services and will be able to suggest how a student can access any specialised support or external help they may need. All discussions regarding this are in the strictest of confidence and there is no fee for referral, although specialists services may charge a fee.

General administrative matters

Holidays and Leave

ECA College has timetabled in suitable holidays for students undertaking courses, so students are not permitted to have additional holidays. ECA College closes on all official Federal and state Public Holidays.

Special Leave

Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes;
- death or illness of close family members such as parents or grandparents (doctor's or death certificate should be provided);
- major political upheaval or natural disaster in the international student's home country requiring emergency travel and this has impacted, or will impact, on the student's studies;
 - a traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime,
- this has impacted on the student (these cases should be supported by police or psychologist's reports);

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave. The maximum time allowed for a deferment or voluntary suspension of study for special leave is 20 weeks, not including holidays.

Leave Application Procedure

Where students require special leave, Leave Application Forms are available from reception and must be completed with supporting documentation attached and then make an appointment with the Director of Studies. Depending upon the degree of urgency the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within 5 business/working days

In cases where a leave application has not been approved and the student takes leave without approval, the process for course progress will be initiated as per Policy for Course progress.

Sick leave

Students who are absent due to medical reasons MUST provide a medical certificate from a registered doctor. Where illness is for an extended period of time the student must notify ECA College as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, ECA College records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student learner management system.

Students must keep the original medical certificate(s) to provide to DHA if required. ECA College maintains copies of medical certificates in the student file.

Payment of Tuition Fees

Students must pay their tuition fee payments by the due date in order to be registered for a class. If a student has not paid their fees they are deemed to be non-financial. Non-financial students may be subject to the following:

- Students will not be registered/allocated to a class while non-financial
- Students may be subjected to any published late fees

In accordance with applicable State legislation, ECA College is entitled to charge fees for items or services provided to students undertaking a course of study. These charges are generally for items such as course materials or text books, student services and training and assessment services.

Following the course commencement, ECA College may require payments of additional fees in scheduled payments in advance from the student but only such that at any given time, the amount required to be paid in advance is consistent with the portion of training being delivered.

Your first installment tuition fees must be paid in full prior to the commencement of your course. Once you have paid your fees you will receive a Confirmation of Enrolment (CoE) and you can then apply for your student visa. It is your responsibility to ensure that you enrol in your course. You will receive an Invoice for your fees for the following terms, which must be paid before you can formally enrol. If you do not pay on time, you may not be able to sit in the classroom and you will not be able to access your results.

Fees are payable when the student has received notification of enrolment. Invoiced fees must be paid in full within 10 days of receiving an invoice from ECA College. ECA College may discontinue training if fees are not paid as required.

ECA College will inform you of the payment methods available to you.

Changes to terms, conditions and agreed services

ECA College reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect.

ECA College will also advise the student as soon as practicable, should there be any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Change of Address or Contact Details

Students **must** notify ECA College of changes to their contact details, address, email address (if any), mobile phone number (if any) within 7 business/working days as maintaining current student contact details are a condition of an Australian student visa.

In cases where ECA College issues either the warning(s) or intention to report letter, the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to Institute communication and is reported on PRISMS.

Student Card

In order to obtain a student card, students must report to student services to take a photo for Student Identification, which will be ready within 5 business/working days. Students must carry the ECA College student card at all times when on ECA campus.

The ECA student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee may be charged.

Termination

Students wishing to terminate their course earlier than the course completion date must complete an ECA Collage termination form stating the reason with attached evidence and attend an interview with the Director of Studies. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer from new provider, CoE, etc.

If a student requests termination of a principle course of study within the first six months, the student must apply for a release which will only be granted in accord with the conditions in the National Code of Practice. If a student fails to inform ECA College that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

Extending Course Duration

Students requiring an extension of time to complete their course must make an appointment with the Director of Studies. The only reasons for extension of course duration is:

- Compassionate or compelling circumstances
- Result of intervention

- Suspension of studies

ECA College is required to issue a Student Course Variation (SCV) on PRISMS and include the reason.

Student Request Forms

Students may request information from Reception. All student forms are available from student services and any required evidence will be explained by student services to ensure that students receive information and support in a timely manner.

ECA College Campus Guidelines

ECA College students must adhere to the following:

- Behave and speak to everyone at ECA in a polite and friendly manner
- Respect all nationalities, religions, genders, etc
- Maintain valuable items securely at all times
- Respect the teaching and learning process
- Follow the published complaints and appeals processes to solve problems
- Access ECA College complaints and appeals process with a positive attitude
- Contribute to the positive learning environment
- Treat ECA College's equipment and facilities with respect
- Maintain personal hygiene
- Contribute to the safe learning environment
- There is no smoking on campus

ECA College will contact relevant government authorities if a student brings any of the following to campus:

- Drugs
- Alcohol
- Weaponry
- Pornography

Students who bring any of the above to the Institute's campus will be reported to authorities, immediately and terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa will be cancelled by Australian Immigration.

ECA College's Classroom Guidelines

During theory and practical classes students will:

- Turn off mobile phones
- Develop group and cooperation skills in the learning process
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities

- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

Student Feedback

Students will complete the following at the end of each study period:

- Learner Engagement Quality Indicator
- ECA College Student Feedback

Students are requested to answer these feedback forms honestly to assist ECA to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at ECA College, this information can be provided directly to the trainer or Director of Studies at anytime.

Course Requirements and Payments

- Prospective students must provide evidence of educational entry requirements and 5.5 IELTS or equivalent (where applicable) to commence the course
- Students must complete a minimum of 6 months of their principal course of study as stated in their agreement before applying to transfer to another provider
- If the student has nominated an authorised agent, ECA College will honour that agent until the completion of the enrolled course
- Students must pay the enrolment application fee, first tuition instalment and resource fees in full prior to commencement
- Students must pay the full tuition fee instalment for each 10 weeks' delivery in advance
- In the case where instalment payments are indicated as the preferred option ECA College will invoice for subsequent payments which are payable two weeks before commencement of the 10-week delivery period or defined as the next term
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid
- Student's enrolment can be cancelled due to unsatisfactory academic progress, academic misconduct or non-academic misconduct.

Terms and Conditions

After the applicant is offered a place in a course and signs ECA College's Letter of Offer and International Student Acceptance Agreement a binding contract is made between the student and ECA College. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales.

Students will not be permitted to commence or continue their course until all fees or charges are paid. All fees are payable two weeks before course commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Form to ECA College. Students have the option to pay more than 50% of their fees upfront if they wish.

Provision has been made to protect payments received in advance by students as stated under the conditions of Tuition Protection Service. See the website below for full details of the service. <https://tps.gov.au/StaticContent/Get/StudentInformation>

All course fees are deposited into ECA College's Student Fees Account. When the student commences their course, ECA College will draw down these funds from the designated account.

In the case where a student has accepted and paid fees for a conditional offer for a place in an ECA College course, evidence of a student's English level to meet the requirements of that course must be provided in advance of the course start date otherwise ECA College reserves the right to defer the students start date until the next available course intake.

Refund and Cancellation

All requests for refund of fees must be made in writing using the Refund Request Form which may be obtained from ECA College student support services. The form must be signed by the student. Details of the cancellation fee and refund and how it is calculated is available in the Policies and Forms Section on the website.

ECA College enrolment and accommodation placement fees are non-refundable in all circumstances

In the case where a student enrolls through a registered ECA College education agent a refund will be paid to this agent.

If the visa application is rejected, tuition fees are refunded in full. ECA College requires official confirmation from the local Australian Embassy or Consulate that the student is unable to obtain a visa.

ECA College refunds are not transferable to another person.

No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.

In the case of student suspension or expulsion there will be no refund of fees.

If a student withdraws their visa application on request from ECA College, the student will be entitled to a Full Refund of Course Tuition Fees OR CoE Security Deposit plus Non-tuition Fees, minus the lesser of 5% of the amount of Course Fees received before the visa application refusal date or \$500; and a Full Refund of the Overseas Student Health Cover Fee.

The student will need to apply for a refund of Fees, and ECA College will process the application and refund the approved amount to the student.

If a student cannot start their course on time because the Visa Application processing is delayed by circumstances beyond the student's control ECA College will defer the student's enrolment and provide documentation for the next commencement date if an Application for Deferral of Enrolment is submitted before the Census date with documentary evidence relating to the delay in visa processing.

ECA will provide no refund if the student fails to submit an application for deferral of enrolment by the required date.

If a student's visa is cancelled because they fail to comply with enrolment conditions or breach their visa conditions: there will be no refund of unspent tuition fees and materials fees for their current course and any subsequent package course for which tuition fees have been pre-paid.

ECA College reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that ECA College is unable to deliver a student's course in full, a refund will be offered for all the unused course money paid to date. The refund will be paid to the student within 2 weeks of the day on which the course ceased being provided. Alternatively, enrolment may be offered in a different course by ECA College.

In the unlikely event that ECA College is unable to provide a refund or place a student in an alternative course, (provider default) ECA College will notify this default to the Tuition Protection Service (TPS) Director. The TPS Director will then allocate the student a period within which they are able to choose an alternative course from the options provided or seek a refund.

ECA College reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice.

Changes to tuition fees will not apply to students who have paid and or have already commenced their course. If a student believes that these changes are unreasonable they have the right to access ECA College's complaints and appeals processes and to also take further action under Australia's consumer protection laws.

ECA College reserves the right to deny a student access to ECA College premises and to withdraw its other services if their conduct disrupts the normal operation of the Institute. ECA College's complaints resolution processes do not circumscribe the student's right to pursue other legal remedies.

Refund payments will be made in Australian Dollars (AUD). All refunds agreed to by ECA College will be made within four weeks of receiving ECA College's Student Request for a Refund Form.

The written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

Refunds and Student Withdrawal, Package Courses

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal before or after the commencement date of a course which is part of a package program, they are entitled to no refund of Course Tuition Fees or CoE security deposit, nor the Materials Fee for the course withdrawn from and any subsequent pathway courses. Any possible refund for the pre-paid Tuition and Non-tuition Fees for the package Principal Course will be determined in accordance with the principal course provider's international student refund policies and procedures. There will be a full refund of their Overseas Student Health Cover Fee if the cancellation/withdrawal is before the course commencement date.

The student will submit their Discontinuation/Withdrawal Application and Refund Application, and Education Centre of Australia Pty Ltd - Trading as ECA College will process application and complete all processing and reporting of cancellation.

If a student's CoE is cancelled for a breach of their student visa conditions, conditions of enrolment and/or National Code (Unsatisfactory Academic Progress, Non-payment of Fees, etc.), they are entitled to no refund of Course Tuition Fees or CoE security deposit, nor the Materials Fee for the course withdrawn from and any subsequent pathway courses. Any possible refund for the pre-paid Tuition and Non-tuition Fees for the package Principal Course will be determined in accordance with the principal course provider's international student refund policies and procedures. The student can apply for a part refund from their OSHC insurance fund.

If a student's CoE is cancelled due to demonstrated compassionate and/or compelling circumstances, they are entitled to a full refund of Tuition Fees OR CoE Security Deposit for the cancelled course and any subsequent package courses plus associated non-tuition fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500, if the withdrawal is before course start date; or a part refund of Unspent Tuition Fees for current course at time of withdrawal, if the withdrawal is after the commencement date of their initial package course).

The student will receive a full refund of their Overseas Student Health Cover Fee if they withdraw before the commencement date of their first package courses; or no refund of their Overseas Student Health Cover Fee if they withdraw after the commencement date of their first package course.

Refunds and Student Withdrawal, Non-package Courses

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal more than 8 weeks (56 days) before the commencement date of their non-package course, they are entitled to a full refund of their pre-paid course tuition fees or CoE Security Deposit plus Enrolment and Materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a full refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal more than 4 weeks (28 days) but less than 8 weeks before the commencement date of their non-package course, they are entitled to a 75% refund of their pre-paid course tuition fees or CoE Security Deposit plus Enrolment and Materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a full refund of their Overseas Student Health Cover Fee.

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal more than 2 weeks (14 days) but less than 4 weeks before the commencement date of their non-package course, they are entitled to a 50% refund of their pre-paid course tuition fees or CoE Security Deposit plus Enrolment and Materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a full refund of their Overseas Student Health Cover Fee.

If a student cannot start their course on time because the Visa Application processing is delayed by circumstances beyond the student's control: Education Centre of Australia Pty Ltd - Trading as ECA College will defer the student's enrolment and provide a new CoE for the next commencement date if an Application for Deferral of Enrolment is submitted before the Census date with documentary evidence relating to the delay in visa processing. Education Centre of Australia Pty Ltd - Trading as ECA College will provide no refund if the student fails to submit an application for deferral of enrolment by the required date.

If a student's CoE is cancelled as a result of their enrolment cancellation/withdrawal less than 2 weeks (14 days) before, or after the commencement date of their non-package course, they are entitled to no refund of their pre-paid course tuition fees or CoE Security Deposit and Materials Fee a full refund of their Overseas Student Health Cover Fee if cancellation is before the official commencement date; or no refund of their Overseas Student Health Cover Fee if cancellation is after the official commencement date.

If a student completes their course in a period shorter than the expected duration, and their CoE is cancelled as a result of their early completion, and the student transfers directly to a subsequent course with an ECA associated provider, they will be asked to approve a direct transfer of the unspent tuition fees paid for the course at the time of completion to that provider. If they fail to give their approval for such a direct transfer, the student will be entitled to a part refund equivalent to the unspent tuition fees paid for the course at the time of completion.

If a student completes their course in a period shorter than the expected duration, and their CoE is cancelled as a result of their early completion, and the student transfers directly to a subsequent course with a non-ECA associated provider, they will be entitled to no refund.

If a student's CoE is cancelled as a result of a breach of student visa conditions, conditions of enrolment and/or National Code Standards (Unsatisfactory Attendance, Unsatisfactory Academic Progress, Non-payment of Fees, etc.), they are entitled to no refund of their pre-paid course tuition fees or CoE Security Deposit and Materials Fee; and no refund of their Overseas Student Health Cover Fee. If a student's CoE is cancelled due to demonstrated compassionate and/or compelling circumstances, they are entitled to a full refund of Tuition Fees OR CoE Security Deposit for the cancelled course plus associated non-tuition fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500, if the withdrawal is before course start date.

If the withdrawal is after the course commencement date, the student is entitled to a part refund, being the Unspent Tuition Fees at time of withdrawal, a full refund of their Overseas Student Health Cover Fee if they withdraw before their course commencement date; or no refund of their Overseas Student Health Cover Fee if they withdraw after their course commencement date.

OSHC Refunds

If a student cancels or withdraws from a course after the commencement date they may submit a refund application directly to **the OSCH fund**.

Agents' Fee Refunds

Agents will forfeit all rights to Agent Commission payment for courses students fail to commence.

Refund Procedures

On-shore students may apply for a refund by completing and submitting on-line an **ECA**

Refund/Withdrawal Form

If the applicant is enrolled in a package course the application for withdrawal will be transferred to the provider of the student's Principal Course for determination: If the Principal Course provider's determination is in the negative the application for withdrawal from the Education Centre of Australia Pty Ltd - Trading as ECA College feeder courses will similarly be rejected and the student will be notified, such notification including advice relating to the right to and mode of submitting an Internal Appeal.

If the Principal Course Provider's determination is to approve withdrawal, the application for withdrawal from the Education Centre of Australia Pty Ltd - Trading as ECA College feeder courses will be approved and the student will be informed.

Applications for withdrawal from the Education Centre of Australia Pty Ltd - Trading as ECA College courses and refunds will be processed within two weeks (ten working days) and, if successful, progressed with recommendations to the Accounts Manager for determination of the refund application.

Applications may be made for the refund of fees and charges on the ground of exceptional circumstances **which provide compassionate and compelling reasons** for withdrawal from a course. Such applications will be considered on a case by case basis.

All Applications for a Refund will be determined by the Accounts Manager and will normally be processed within twenty working days (four weeks) of the Application being made. Where this is not possible the student will be informed.

On determination of the application the student will be informed in writing and, if the determination rejects a full refund, information will be provided informing the student of their right to make an **Internal Appeal** against the decision and the means of submitting such an appeal.

All Approved Refunds will be paid within two weeks (10 working days) of their being approved.

If a student is not satisfied with the outcome of an application for a refund of fees, the student may appeal within 20 working days (four weeks) by submitting a completed Student Appeal Form with full supporting documentation to the Accounts Manager.

All Internal appeals relating to the refund of fees, will normally be processed by the Accounts Manager within twenty working days (four weeks) of the Appeal being made. Where this is not possible the student will be informed.

On determination of an Internal Appeal the student will be informed in writing and, if the determination rejects the Internal Appeal, the student will be informed of their right to, and the means of submitting an **External Appeal** to the Overseas Student Ombudsman.

Refunds will be made in Australian dollars and the College reserves the right to make refunds payable in the country of origin. Agency fees, if applicable, will not be refunded.

Where an international student requests that the refund is made payable to a relative or other person in Australia, this will only be granted if documentary evidence proves that the relative or other person paid the tuition fees.

Payment method

ECA College accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to ECA College)
- Payment in cash is not accepted

Student cancellation

Students who cancel their enrolment part way through a course must notify ECA College in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a course has commenced will not be entitled to a refund of fees. Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled course.

Replacement of text and training workbooks

Students who require replacement of issued text or training workbooks will be liable for additional charges to cover the cost of replacement. For a full list of replacement charges please refer to ECA College *Schedule of Fees and Charges*.

Transfers

Requests for transfers to alternate course can be arranged if ECA College is advised in writing more than 10 working days prior to the course commencement date and there is availability on the selected course. One transfer will be accepted without charge where ECA College has been notified in writing at least 10 working days prior to the scheduled commencement date.

Our Guarantee to Clients

ECA College is committed to completing the outlined training and assessment once students have commenced their study and to meeting all of its student responsibilities.

In the unlikely event that ECA College is unable to commence or complete the course, the RTO will, if possible, arrange for the agreed training and assessment to be completed through another RTO (Fees may be incurred).

Prior to the transfer to another RTO, affected students will be formally notified of the arrangements, and an agreement to those arrangements, including any refund of fees, will be obtained. If transfer is not possible, ECA College will provide a refund of any used portion of the fee.

Statutory Cooling Off Period

The Standards for Registered Training Organisations require ECA College to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactics such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

It must be noted that ECA College does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a program. For refund option in other circumstances, students must refer to the refund policy

Change of Session

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa to demonstrate satisfactory academic progress is the first priority.

Changes at the Institute

The institute will notify you by email if there are any changes to agreed services, including in relation to any new or existing third party agreements or change in ownership.

Emergency Evacuation Procedure

During the event of an emergency that requires the evacuation of any ECA College campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class MUST stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building they must proceed to the designated area so that the attendance sheets can be checked to ensure that all students have left the building. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

ECA College agrees to abide by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

Emergency Procedure is as follows:

- Fire alarm sounds and the class prepare to evacuate immediately
- Students must line up ready and not waste time collecting belongings
- Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway
- Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies)
- Attendance will be taken at the assembly area to ensure that all students and staff are present, and no one left on campus
- Wait in the assembly area to receive further instructions and do not leave until told to do so by the Chief Warden.

Institute's Services and Facilities

We are deeply committed to ensuring that all students receive a high-quality training program and support services. All staff are highly experienced and qualified to support students during their study program.

The following staff are available to provide assistance:

- Airport Reception and Accommodation: Administration
- OSHC: Administration
- General support: Administration / CEO
- Accounts: Administration
- Student Orientation: Administration
- Academic support: trainers and the Director of Studies
- Welfare: Student Support Officer Nubia Chakkalakal

Office Hours

Class times are Monday - Friday between 9:00am – 9:30pm

Administration office is open Monday - Friday from 8:30am - 7:30pm

We are closed on public holidays

Training Delivery Location

ECA College

Sydney Campus	Melbourne Campus	Brisbane Campus
Level 3, 55 Regent Street Chippendale NSW 2008 Telephone: 02 9318 8181, Fax: 02 9283 3646	Level 7, 399 Lonsdale Street Melbourne, VIC 3000 Phone: (03) 9603 5333 Email info@eca.edu.au	Level 3, 126 Margaret Street Brisbane City, QLD 4000 Phone: (07) 3210 7450 Email info@eca.edu.au

Student Services Office

At student services office students can:

- Pay tuition fees
- Request information about enrolment & attendance
- Book and pay for social activities
- Send scanned documents
- Pick up parcels
- Collect ECA College student card
- Request information

Social Activities

The Institute organises regular social activities including:

- Full day excursions
- Weekend trips out of Sydney
- Sport activities

Student Engagement Area

Student room includes:

- Computers
- Library resources
- Notice boards (jobs, accommodation, social activities, etc.)
- Wireless internet access
- Breakout areas and kitchen
- Light snacks, refreshments and hot/cold water

Legislative and Regulatory Responsibilities

ECA College is required to operate in accordance with the laws of Australia. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that ECA College has recognised for which it has compliance responsibilities.

During your day-to-day experience and when participating in training, you will need to be aware of the relevant legislation (Acts of Parliament) that may impact on you.

While ECA College has an obligation to meet certain requirements of these Acts, you also should make yourself fully aware of the legislation that affects you.

Copies of State and Federal legislation can be found on the Internet at www.legislation.nsw.gov.au/ (State) and www.comlaw.gov.au/ (Federal).

Following is a summary of the legislation that will generally apply to your day-to-day experience and training.

Work Health and Safety (WHS) Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces by protecting workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from particular types of substances or plant.

The WHS Act covers most workers in Australia who are protected by nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Duties of other persons at the workplace (section 29). Any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions. They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Privacy Act 1988

An organisation must not collect personal information unless the information is necessary for one or more of its functions or activities.

An organisation must not use or disclose personal information about an individual for a purpose (the secondary purpose) other than the primary purpose of collection unless:

- (a) both of the following apply:
 - (i) the secondary purpose is related to the primary purpose of collection and, if the personal information is sensitive information, directly related to the primary purpose of collection;
 - (ii) the individual would reasonably expect the organisation to use or disclose the information for the secondary purpose; or
- (b) the individual has consented to the use or disclosure.

Anti-Discrimination Act 1991

The main purpose of the Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

Disability Discrimination Act 1992

A person discriminates against another person on the grounds of a disability if, because of the person's disability, they treat or propose to treat the person with a disability less favourably than, in circumstances that are the same or are not materially different, they treat or would treat a person without the disability.

Circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

Sex Discrimination Act 1984

The purposes of the Act are to

1. to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal

- of land, the activities of clubs and the administration of Commonwealth laws and programs; and
2. to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
 3. to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
 4. to promote recognition and acceptance within the community of the principle of the equality of men and women.

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Industrial Relations Act 1999

The main objectives of this Act are to provide a framework for industrial relations that supports economic prosperity and social justice by:

- Providing for rights and responsibilities that ensure economic advancement and social justice for all employees and employers;
- Ensuring equal remuneration for men and women employees for work of equal or comparable value;
- Ensuring wages and employment conditions provide fair standards in relation to living standards prevailing in the community;
- Promoting and facilitating job growth, skills acquisition and vocational training through apprenticeships, traineeships and labour market programs.

Fair Work Act 2009

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promotes national economic prosperity and social inclusion for all Australians by:

- Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;
- Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;
- Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve complaints and disputes and providing effective compliance mechanisms.

You can find more information about your workplace rights for all visa holders working in Australia at the following link: [Click Here](#)

Life in Australia

What to do in case of an emergency

For any emergency where Police, Fire Brigade or Ambulance assistance is required immediately call '000'.

The College PEO is available at all times on +61 421 314 437 for emergencies. Please use this number after hours strictly for EMERGENCIES ONLY.

How 000 works

000 calls are answered by an operator who will ask which service you require - Police, Fire or Ambulance. The operator will ask relevant questions, and arrange an appropriate response from the local Police, Ambulance or Fire Service.

000 Calls are free on all mobile phones.

Overseas Student Health Cover

Student visa holders are required to obtain Overseas Student Health Cover to cover their stay in Australia as a student. Health cover cards and membership numbers are sent to ECA College from the OSHC providers and students can collect them from student services.

Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest Health care provider office.

Students must make an appointment with the Student Support Officer if there are any problems with OSHC.

Cost of Living

From 1 February 2018, the 12-month living cost is calculated as

- student/guardian – AUD20,290
- partner/spouse – AUD7,100
- child – AUD3,040.

Accommodation:

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$85 to \$215 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week

Other living expenses:

- Groceries and eating out - \$80 to \$280
- Gas, electricity - \$35 to \$140 per week
- Phone and internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260
- Entertainment - \$80 to \$150 per week

If you have children and they are travelling with you as dependants on your student visa, you will have to pay fees for them to go to any Australian school (regardless of whether the school is state or private). School fees vary according to the age of your children and the state or territory that you live in but expect fees of around A\$4,000 to A\$17,000 per year, per child.

For more information, visit www.homeaffairs.gov.au

On a student visa, students are permitted to work up to 40 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN students can undertake any of the following:

Online Application:

- Go to www.ato.gov.au and apply on line
- Go to 'For Individuals' and click 'Apply for a Tax File Number'
- Go to applying for a TFN and click 'Online individual tax file number registration (Nat4157)'
- Go to 'Apply for Tax File Number'
- Scroll to the bottom of the page and click 'next'
- Follow the instructions until you are finished
- Appointment: Call 13 2861 to make an appointment

Visit: visit the Australian Taxation Office (ATO) 100 Market Street Centrepoint Tower, Sydney

NB: International students will need a passport number and an Australian address.

Schooling for dependants

In Australia children must attend school from five years of age until the completion of Year 10. Young people that have completed Year 10 must participate in full-time education, training or employment, (at least 25 hours per week) or a combination of these activities until they reach 17 years of age.

If you have school age dependents you will need to make arrangements for your children to enter school in Australia. Students from countries around the world enrol in New South Wales government, independent and private schools every year. NSW government schools are recognised for their excellent quality education programs.

You can choose from a wide range of schools close to where you will be living. The New South Wales government provide:

- An excellent, world-class standard of education from the largest education provider in Australia
- The opportunity to study alongside Australian students in a friendly, safe, multicultural environment
- A wide range of subjects, sporting and creative arts programs, leadership programs
- Professional, university trained teachers
- An environment that encourages students to express themselves, develop independent learning skills and to interact in the classroom and in the community
- Intensive English Language support for students of non-English speaking background

To assist you to locate a school suitable for your needs, the following web-links provide information about schooling options:

Public Schools:

<https://education.nsw.gov.au/public-schools/going-to-a-public-school>

International Student Program:

<http://www.decinternational.nsw.edu.au/study/schools>

Further information about living in Australia is available at the Department of Home Affairs:

<https://www.homeaffairs.gov.au/Trav/Life>

The Department also published The *Beginning a Life in Australia* booklet. This publication is filled with helpful information and is recommended reading. The booklet is available online at: https://www.border.gov.au/LifeinAustralia/Documents/lia_english_full.pdf

It is recommended that you view the booklet on a computer as it contains links to many websites that provide additional information.

Your safety

ECA College has a responsibility to meet its duty of care to staff, students and visitors by providing facilities and a safe and healthy learning environment in accordance with the *Work Health and Safety Act 2011*.

Living away from home in Australia and in a different environment can sometimes cause problems that may affect your personal safety and wellbeing.

The following are some of those situations that may cause problems and some advice on how to avoid them.

Unsafe locations

World-wide, every city has some areas that may not be so safe. In your home city, you probably know of these areas and know how to avoid them. Sydney is the same. If you are not familiar with what are areas in which you need to be careful you can check with a trainer or student support.

Drugs and alcohol

In Australia, alcohol is readily available and legal for those over 18 years of age. Other substances such as marijuana, ecstasy, cocaine, etc are not allowed by Australian law and you run the risk of legal and visa problems as well as health issues if you become involved in their use / dealing.

On campus

A First Aid kit is located at reception

Building Alarms OR other Emergencies – dial 000

In the Event of Fire – dial “000”. Alert other occupants and evacuate Do not use the elevator, use the stairs.

In the Evening

- Catch taxis and travel in groups.
- Report any troubled incidences to us if they occur to or from the Institute. Be careful of your personal belongings. Do not leave them unattended. Where appropriate, notify your homestay family if you are not coming home or staying out late.
- Do not consume alcohol in public places.
- Do not drink and drive. If drinking, nominate a designated driver. They are the person who is not drinking alcohol
- Ring 000 if you require assistance from the Police, Ambulance or Fire Brigade

Banking

To open a bank account in Australia or get an ATM card with a PIN (Personal Identification Number) international students must have:

- ECA College Certificate of Enrolment (apply with student services)

- Passport
- Driver's license, credit card or bill (if you have been in Australia longer than 4 weeks)
- To get money sent from overseas, the easiest way is via direct transfer over the internet

Banking hours:

Monday to Thursday 9:30am to 4:00pm - Friday 9:30am to 5:00pm

Point system to open your bank account

You need 100 points of ID to open a bank account in Australia. Points are allocated as follows:

- 25 points: Master Card, or Visa Card issued from a bank
- 40 points: International Driver's Licence (must have photo and signature), or Student ID card
- 70 points: Birth certificate or Passport

Please note that if you have been in Australia for over six weeks, then your passport will be considered equal to 100 points.

Phone and internet banking are widely used in Australia. By utilising this service it will help you to reduce the charges on your account which the bank levies. Please do enquire about a Student Account as these often have an exemption from bank fees.

Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic funds transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

Doctors

Students should make an appointment to see a doctor if they are sick and request a doctor's certificate to account for the absence. On return to ECA College, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

Dentists

Reception can provide a list of nearby dentists in an emergency situation.

Hospitals

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.

Transport

Bus Train Ferry Information Line



PH: 131 500 www.131500.com.au

An **OPAL Card** is for use on buses, trains and ferries. It's free to get, the student just has to top up the credit for travelling. The opal card can be ordered online, at newsagents or at the train station. There are also free bus timetables available. For **all** Sydney Trains and Ferries you need to get an Opal card from a rail station or order online: <https://www.opal.com.au/ordercard/?execution=e1s1>

Useful Contacts & Information

The following is a list of some important phone numbers that students may find useful:

Emergency - Police / Ambulance /Fire	000
Department of Home Affairs (queries related to visas)	131 881
Medibank (OHSC)	134 148
BUPA (OSHC)	1800 888 942
<p>Legal Aid NSW helps people with their legal problems</p> <p><u>Help over the phone</u> Call <u>Law Access NSW</u> to get started</p> <p><u>Find information</u> <u>Factsheets and resources</u> are available to help you with your problem</p> <p><u>Get advice from a lawyer</u> Free face-to-face <u>advice</u> provided on most legal issues</p> <p><u>Help at court</u> <u>Lawyers are available to assist you</u> at many courts and tribunals across NSW</p>	1300 888 529
<p>Lifeline Crisis Support Free 24-hour help</p>	13 11 14
<p>Beyond Blue – anxiety and depression Free 24 hours a day, 7 days a week</p>	1300 22 4636
<p>Hyde Park Medical Centre 175 Liverpool street, SYDNEY Bulk billing practice</p>	9283 1234

St Vincent's Hospital with an Emergency Department Victoria St, Darlinghurst	8382 1111
Concord Hospital with an Emergency Department Hospital Rd, Concord Open 24 hours	9767 5000
Public Transport Information Line	131 500
Translating and Interpreting Service (24 hours)	131 450
Taxis Combined	133 300

Consulates: To find a country's consulate address and details:

- Internet: <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx>
- Yellow Pages under 'Consulates and Legations'

What to do in Sydney

Students can experience many activities including but not limited to music, art, opera, sport or outdoor activities, students will find something to suit their interests. For information on what to do and what's happening in and around Sydney refer to the following:

Daily Newspapers

Sydney Morning Herald: Metro guide every

Friday www.smh.com.au

The Daily Telegraph: "7 Days" every Thursday

Free publications

Beat Magazine - Music, concerts etc.

Sydney: The Official Guide – Tourist information booklet

Can be found outside newsagents, in music/video stores & tourist information centres etc

Websites

www.sydney.citysearch.com.au

www.cityofsydney.nsw.gov.au/whats_on.as

[p www.timeout.com/sydney](http://www.timeout.com/sydney)

www.whatsonwhen.com

Ticketek

For tickets to upcoming sporting matches, shows, musicals, concerts & other major events

Ph: 9266 4800

Website: www.ticketek.com.au

Cinema

On Tuesday nights most movies are half price and cinema details can be found in the newspaper's entertainment section or on the cinema's website:

Hoyts: www.hoyts.com.au

Village: www.village.com.au

Greater Union www.greaterunion.com.au

Halftix

201 Sussex Street, City - specialises in discount ticketing

Website: www.halftix.com.au Ph: 9279 0855

Sightseeing

The following is a list of some of the most popular sightseeing destinations in Sydney

Sydney Opera House	www.sydneyoperahouse.com.au
The Rocks	www.therocks.com.au
Darling Harbour	www.darlingharbour.com
Chinatown	www.chinatown.com.au
Art Gallery of NSW	www.artgallery.nsw.gov.au
Queen Victoria Building	www.qvb.com.au
Sydney Aquarium	www.sydneyaquarium.com.au
Bondi Beach	www.gobondi.com
Taronga Zoo	www.zoo.nsw.gov.au

Homestay

Homestay accommodation provides students with an opportunity to experience life with a typical Australian family and develop English language communication skills. Students must follow a few simple rules:

- Arrive home before the usual dinnertime of your host family. Politely inform your host family if you will not be home for dinner
- Ask if you can help with dinner to actively participate in the host family life
- Ask permission before using the washing machine, phone, television, computer etc.
- Pay your host for any phone calls and do not use the phone for longer than 5 minutes
- Keep your bedroom clean
- Ask the host family whether they wash/iron your clothes or you wash/iron your own clothes
- Do not use the bathroom for more than 15 minutes

- Clean the bathroom after use
- Use your own toiletries and buy your own washing powder
- Ask permission before you invite friends to the host family's home
- Friends are not allowed to stay late at night
- Communicate in English as much as possible
- Be polite to your Homestay family
- Turn the television and lights off at night
- Lock the doors when you leave and return home

Homestay is not a hotel. The Homestay host is not a servant but a person who is offering you a bedroom and facilities in their home and the opportunity to experience Australian family life.

Accommodation Cancellation and Refunds Policy

If a student cancels their accommodation more than two weeks (14 days) before their arrival date they are entitled to a full refund of their pre-paid rent for both Homestay and CossyStay accommodation.

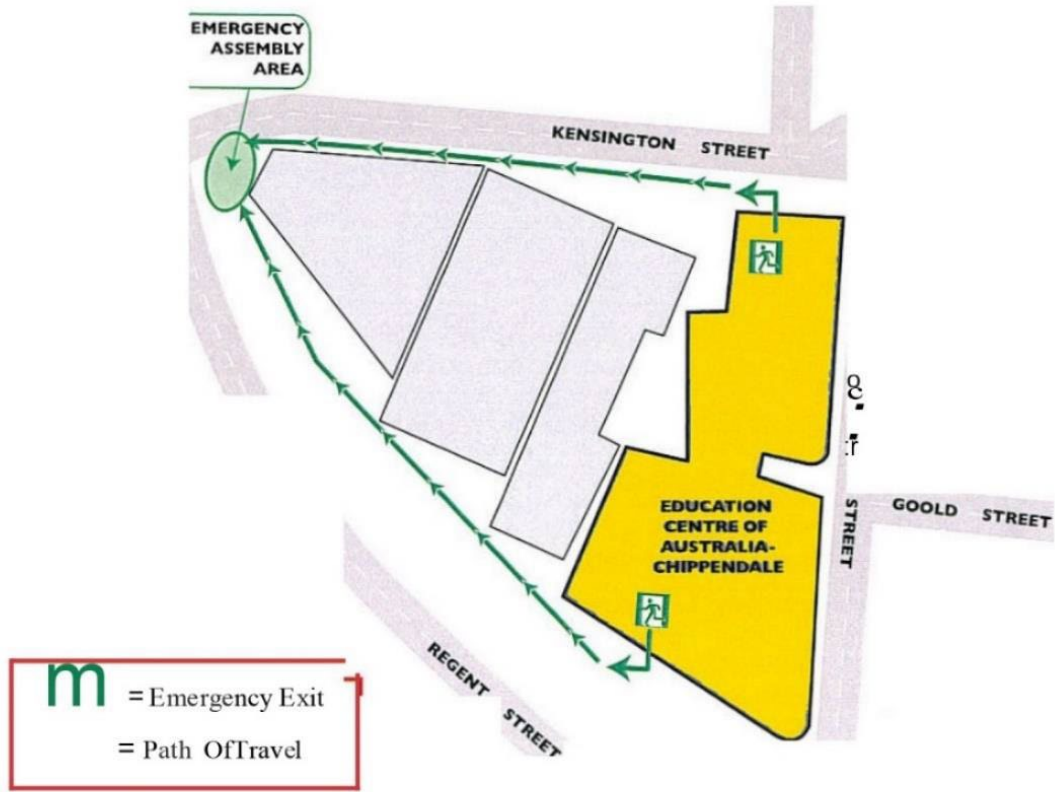
If a student cancels their accommodation more than two days (48 hours) but less than two weeks (14 days) before their arrival date they are entitled to: a part refund of their pre-paid Homestay rent (they forfeit their Placement Fee and 2 weeks rent); and a part refund of their CossyStay rent (they forfeit \$350.00).

If a student cancels their accommodation less than 2 days (48 hours) before their arrival date they are not entitled to any refund. (They forfeit all their pre-paid rent).

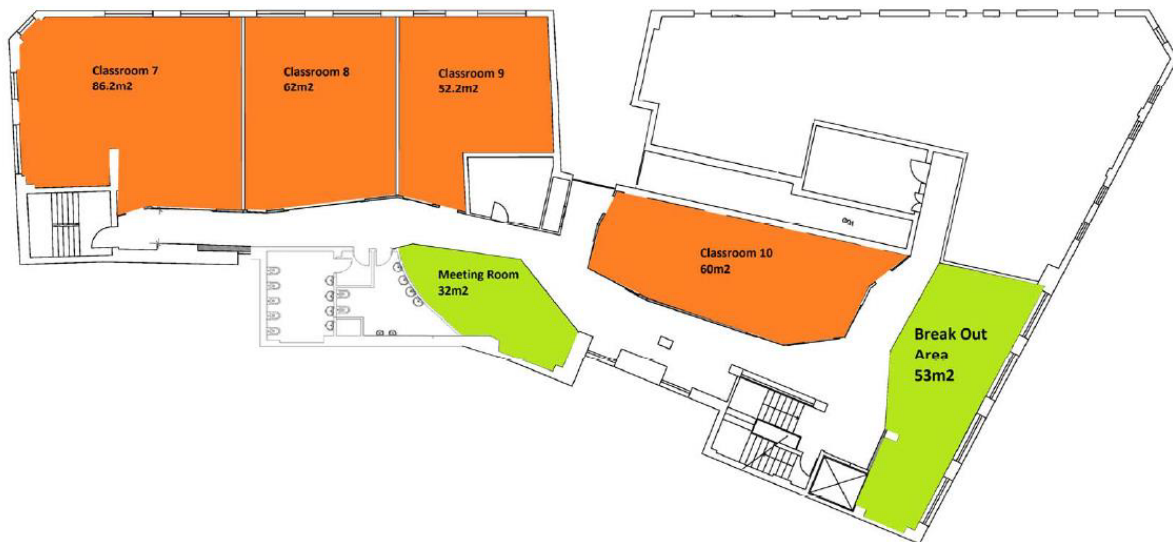
Alternative Accommodation

ECA College has a list of alternative accommodation available for students. Please advise Student Services if you require assistance with alternative accommodation.

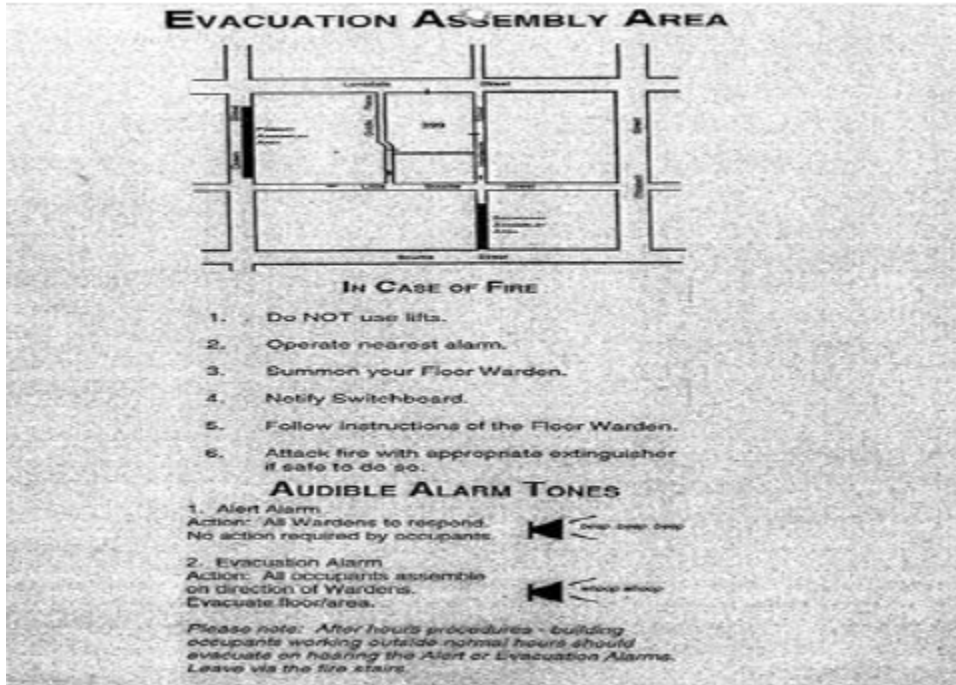
Map for ECA College Delivery Site



55 Regent Street Floor Plan (Level 3)



Evacuation Diagram: Melbourne Campus



Melbourne Campus Floor Plan (Level 7) 399 Lonsdale Street Melbourne, VIC 3000



Evacuation Diagram: Brisbane Campus



Brisbane Campus Floor Plan (Level 2)

