



CHOICE BUSINESS
COLLEGE

International Student Handbook





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Disclaimer

Choice Business College makes every attempt to ensure that information distributed is accurate and up to date. However, from time to time, sections of this Student Handbook may be amended to reflect changes in Choice Business College Policies and Procedures, or other matters related to the operations of the College.

The Student Handbook, available on the Choice Business College website, is the most current version. Anyone intending to act on any information contained in the Student Handbook should first check the Choice Business College website:
<https://www.cbc.edu.au>.

The information provided in this Handbook is provided in good faith but without express or implied warranty. Choice Business College, its agents, and employees, will not be liable for any loss or damage arising directly or indirectly from the possession, publication, use, or reliance on information obtained from this Handbook



Important Contacts at Choice Business College

General Contact Details

Phone: +61 2 9630 6999

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Director of Studies (ELICOS)	Name: Gaston Lagos Email: gaston@cbc.edu.au Phone: (02) 9630 6999
Lead Trainer (SIT)	Name: Hayley de Vries Email: hayley@cbc.edu.au Phone: (03) 9670 0656
Lead Trainer (BSB)	Name: Mohammed Shalaby Email: shalaby@cbc.edu.au Phone: ((02) 9630 6999
International Admissions Officer	Name: Roann Arcangel Email: enrol@cbc.edu.au Phone: (02) 9630 6999
Accounts – Student Fees	Name: Summer Zheng Email: payments@cbc.edu.au Phone: (02) 9630 6999
Student Services Manager - Gold Coast Campus - Sydney CBD Campus - Parramatta Campus - Melbourne Campus	Name: Amanda Wen Email: amanda@cbc.edu.au Phone: (02) 9630 6999



Gold Coast Campus Student Support Officer	Name: Grace Chen Email: info.gc@cbc.edu.au Phone: (07) 5532 3212
Sydney Campus Student Support Officer	Name: Nancy Zhang Email: info.syd@cbc.edu.au Phone: (02) 9630 6999
Parramatta Campus Student Support Officer	Name: Mandy Tan Email: info@cbc.edu.au Phone: (02) 9630 6999
Melbourne Campus Student Support Officer	Name: Rene Li Email: info.mel@cbc.edu.au Phone: (03) 9670 0656
Emergency Contact	Police, Fire, Ambulance – Call '000' Police (non-emergency) – 131394
International Student Care Service	1800 056 449
Department of Home Affairs Address:	26 Lee Street Sydney NSW 2000 Phone: 13 18 81 Opening Hours: 9am to 4pm Mon-Friday
Overseas Students Ombudsman	Tel: 1300 362 072 (in Australia) +61 2 6276 0111 (outside Australia) Email: ombudsman@ombudsman.gov.au Website: www.oso.gov.au Postal Address: GPO Box 442, Canberra ACT 2601, Australia



Welcome to Choice Business College

Congratulations on your decision to study with Choice Business College (CBC).

CBC aims to provide the highest level of education services with focus on professionalism, excellent student support services, interactive and creative training programs and ensure that we maintain our position as one of the market leaders in international education services.

We believe that with our extensive knowledge, determination to provide the highest quality educational services, our great locations and first-class training resources, we can ensure our students have a memorable education with our college.

We are a multicultural environment and sensitive to all your cultural needs as an international student.

During this orientation, you will find everything you need to know about studying with us including an overview of Choice Business College, how our courses work, how to plan your studies, our obligations to you and your obligations to us, what support is available to you during your studies.

If you have any questions, you can contact our Student Support Team. We are here to help and support you in your learning journey with us.

Remember, you are important to us, and we want to see you succeed.

Lionel Rudolph

Chief Executive Officer | Choice Business College



About Choice Business College

Our Vision:

CHOICE BUSINESS COLLEGE's vision is to be the industry's first choice in nationally recognised and Accredited Training, nationally.

Our Mission:

Our mission is simple to skill people with the required knowledge and experience needed so they are ready for whatever the future may hold.

Our Values:

- Provide one of the highest levels of quality yet affordable education and training.
- Provide state of the art facilities to foster student learning and development of skills and knowledge.
- Offer effective student academic and welfare counselling to ensure support is provided whenever necessary.
- Recruit qualified trainers & assessors, who are subject matter experts in their chosen fields and who provide quality training and assessment experiences.
- Foster professionalism and commitment to excellence.

Choice Business College is a Registered Training Organisation (RTO) who is regulated by the Australian Skills Quality Agency (ASQA). This authorises CBC to issue AQF Certification documents for any nationally recognised qualification on our scope of registration. Our RTO Code is 41297.

Choice Business College is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This authorises CBC to enrol international students in accordance with the requirements of the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018. Our CRICOS Provider Code is 03444C.



Our Obligation to our You

We want you to enjoy your experience, as a student with Choice Business College. Your success is our success.

As a Registered Training Organisation (RTO) and CRICOS Education Provider registered with Australian Skills Quality Authority (ASQA), we also have a legal and ethical obligation to ensure the quality of the training and assessment services we provide.

We take these obligations and our commitment to you seriously. Our policies, procedures and organisational practices are developed to ensure we comply with all our obligations, as well as providing you the opportunity and support to successfully complete your course.

We are required to always comply with the Standards for Registered Training Organisations (RTOs) 2015, as well as the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

All RTOs and CRICOS providers are subject to audits from the national regulator and are required to provide detailed reports on our training and assessment activities, including student attendance, participation, and progress.

We are also required to issue students with their Australian Qualification Framework (AQF) certification documents once they have been found competent in all units of competency, within the course.

Where a student does not complete the full course, a Statement of Attainment will be issued for any units successfully completed.

If a student is concerned in any way that we are not living up to our obligations, they have the right to make a formal complaint. Please see the Complaints and Appeals section of this handbook for information on how to do so.



Choice Business College will:

- Provide all students with a safe and healthy learning environment free of discrimination.
- Provide all students with a training and assessment schedule.
- Provide all students with the appropriate unit of competency details included in their training plan.
- Treat all students with equality and with respect.
- Comply with all legislation affecting the learning environment.
- Provide students with learning opportunities and academic support, prior to being assessed.
- Provide opportunities and support to practice the skills and knowledge required to deem students competent.
- Deliver and record training and assessment outcomes.
- Provide students with access to their file records if requested.
- Provide training materials and recommend other resources for further learning opportunities.
- Assess student's skills and knowledge through observation and questioning using valid, reliable, flexible, and fair assessment tools and processes.
- Give feedback to students on their progress.
- Provide results and review the assessment process after assessment.
- Remind students of the appeals process and options for further assessments if they are unhappy with the results.



About Our Courses

All Choice Business College courses, including all training and assessment, are wholly delivered by Choice Business College. By enrolling in one of our Courses, you are enrolling directly with Choice Business College and any qualification or Statements of Attainment issued to you, are issued by Choice Business College.

Qualifications and Statements of Attainment issued by Choice Business College, are recognised under the Australian Qualification Framework (AQF). This means that the qualification issued by CBC are recognised anywhere within in Australia and as a graduate of Choice Business College, you may be eligible for course credit towards a related undergraduate program at most Australian Universities.

Course codes and durations

Qualification Code	Qualification Name	CRICOS Code	Duration
N/A	General English	098026B	This course is delivered from 2 to 60 weeks. There are 5 proficiency levels – 10 weeks each level.
BSB50120	Diploma of Business	108279E	This course will be delivered over a total of 52 weeks, which comprises of 40 study weeks and 12 weeks of term break.
BSB50420	Diploma of Leadership and Management	104271A	This course will be delivered over a total of 52 weeks, which comprises of 40 study weeks and 12 weeks of term break.
BSB60120	Advanced Diploma of Business	108280A	This course will be delivered over a total of 52 weeks, which comprises of 40 study weeks and 12 weeks of term break.



BSB60420	Advanced Diploma of Leadership and Management	108281M	This course will be delivered over a total of 52 weeks, which comprises of 40 study weeks and 12 weeks of term break.
BSB80320	Graduate Diploma of Strategic Leadership	104491M	This course is delivered over 52 weeks, which comprises of 40 study weeks and a total 12 weeks of breaks.
SIT40516	Certificate IV in Commercial Cookery	093032M	Total 75 weeks, which comprises of 60 study weeks and 15 weeks of holiday.
SIT50416	Diploma of Hospitality Management [Cookery]	094319K	For students who have already completed the Certificate IV in Commercial Cookery, this course is delivered over a total 29 weeks, which comprises of 20 study weeks and 9 weeks holiday

Each course is delivered using face-to-face learning and a combination of face-to-face and online assessment.

Face-to-face learning is provided in a physical classroom environment as well as real-time, instructor-led virtual classrooms.

Assessment activities include:

- Theory-based assessment
- Short answer questions
- Multiple choice
- Verbal questioning
- Case studies:
 - a. Observation-based (Skills) assessment
 - b. Practical activities
 - c. Role-plays and simulations



If you are enrolled in the SIT40516 Certificate IV in Commercial Cookery, you will also be required to attend our operational commercial training kitchen, for additional skills-based training - as well as undertake a period of mandatory Work Placement. Details regarding your practical training and Work Placement will be provided to you directly.

There is an additional module in this online Orientation for Commercial Cookery students undertaking work placement.



Entry Criteria for Choice Business College

The following entry criteria apply:

- Students must be a minimum of 18 years of age at enrolment.
- Student must have successfully completed High School Certificate (Australian Year 12) or overseas equivalent or relevant working experience

Students must have sound English literacy skills, including:

- Providing an IELTS certificate, showing an overall band 5.5 (with no individual band below 5.0), OR
- Where an IELTS certificate is not necessary as part of their visa application, undertake Choice Business College's Language, Literacy and Numeracy (LLN) Assessment and achieve the following ACSF Levels:
 - Learning – Level 3
 - Reading – Level 4
 - Writing – Level 4
 - Oral Communication – Level 4
 - Numeracy – Level 4

Student who are not able to provide English evidence will be required to complete a Placement Test.

Students must have access to a computer with Microsoft Word, Excel and PowerPoint (or compatible software) an internet browser and internet access. If students have not certain access, please feel free to contact our student support officer.

Course Credit

Credit Transfer is the recognition of learning achieved through formal education and training.

We acknowledge the requirement as a Registered Training Organisation to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competency awarded and accurately identified in statements of attainment and qualifications.



Where a student may wish to apply for credit transfer, they will be required to formally apply and submit an authenticated copy of their previously attained AQF documentation for review by Choice Business College's admission department.

Recognition of Prior Learning

All students at Choice Business College are offered the opportunity to apply for Recognition of Prior Learning (RPL) at enrolment. Students may be granted credit or partial credit in recognition of skills and knowledge gained through work experience, life experience and/or prior training.



Campus Rules

Students are expected to comply with these rules while on campus or attending a training kitchen. Breaches of these rules may result in disciplinary action, up to and including suspension or expulsion from the course.

1. Choice Business College expressly prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited items or weapons of any description on campus at any time. Any student identified as possessing these items on campus will immediately be removed from campus and their enrolment will be cancelled. Any illegal activity will be report to the Police.
2. Choice Business College is a smoke free environment. Smoking is not permitted on campus, under any circumstances. Smoking is also not permitted in the bathrooms or near the entrances and exits to buildings.
3. Mobile phones must be turned off or switched to muted mode before entry into classrooms or any training/assessment environment, unless prior arrangement has been made with the trainer, teacher, or person in charge.
4. Students must always follow the directions of their teacher/trainer, management, or administration staff.
5. Students are required to wear appropriate safety clothing and use equipment safely.
6. Students must not use inappropriate or offensive language, signs, or gestures
7. Violent behaviour will not be tolerated. Violent activity will be reported to the police and the offending student removed from campus.
8. Racist language or behaviour will not be tolerated.
9. Sexual harassment will not be tolerated.



10. Other person's property is to be respected and not interfered with, without prior consent. Look after your own possessions, Choice Business College accepts no responsibility for personal property lost or stolen.

11. Students are to NOT interfere with or disrupt any other student's ability to learn or interfere with their learning experience

12. Clothing and conduct must be appropriate and not cause offence to any person.

13. Eating is not permitted inside the classroom. Hot or cold drinks, such as tea or coffee or water, may be taken into the classroom, if approved by the trainer/teacher. All empty containers must be removed by the student.

All disciplinary matters will be handled by the Chief Executive Officer.

Housekeeping

Failure to ensure that the training areas are kept neat and tidy may create unnecessary hazards. All students are responsible for maintaining a neat and tidy classroom. This involves:

- Not consuming food in the classrooms.
- Removing all personal rubbish or placing it in the bins provided.
- Ensuring aisles and doorways are clear and free from obstruction (such as bags) at all times so as not to cause additional hazards including trip or fall hazards.
- Tidying up after yourself in the communal areas such as the break-out areas, kitchen and so on.

Failure to ensure that the training areas are kept neat and tidy may create unnecessary hazards. All students are responsible for maintaining a neat and tidy classroom. This involves:

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ABN: 28 130 302 000 | ACN: 130 302 000

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- Tidying up after yourself in the communal areas such as the break-out areas, kitchen and so on.

Hygiene

The following hygiene requirements are applicable to all students:

- Maintain personal cleanliness by bathing regularly
- Use deodorant/antiperspirant to minimise body odours.
- No heavily scented perfumes, colognes, or lotions. These can cause allergic reactions, migraines and respiratory difficulty for students and staff
- Regular hand washing and the use of hand sanitisers as a protection against the spread of illnesses
- Do not sneeze or cough without covering your nose and mouth
- Do not leave the toilet without washing your hands
- Any exposed cut or burn must be covered with a first aid dressing.

If you are suffering from an infectious or contagious disease or illness such as COVID-19, rubella, or hepatitis you must not enter the workplace without clearance from your own doctor.



Studying with Choice Business College

To participate in any of the courses delivered by Choice Business College students will be required to have access to a working computer (desktop or laptop) with:

- Internet access
- Microsoft Office or equivalent software
- Web browser such as Google Chrome, Microsoft Edge or Safari

Printing and scanning facilities are available on-campus, for a small fee (\$0.4 per page).

Sometimes courses, or parts of courses may be delivered in a real-time, instructor-led virtual- classroom environment. Your PC, laptop or other device will need a functional webcam and microphone, to participate in these classes.

*If students have difficulties in getting the laptop access, please contact our student support officer.

Learning and Assessment

Each course requires students to participate in training and assessment. This includes attending a minimum of 20 hours of scheduled classes, and actively engaging in the various learning activities – such as:

- lectures
- required reading
- case-studies and roleplays
- watching videos as instructed by your trainer
- reviewing a range of study materials.

All study materials are provided in English. All assessments must be submitted in English.



What is Competency-Based Assessment

Competency-based assessment is the process of collecting evidence and making judgements on whether an individual has achieved competence. This confirms that an individual can perform to the standard expected in the workplace and expressed in the nationally endorsed training package.

Just as learner drivers must demonstrate that they can drive a car by allowing the examiner to observe them actually driving, Choice Business College students demonstrate competence by undergoing a formal assessment process. Assessment may involve a variety of methods.

Depending on the course, assessment activities can include:

- written assessment
- practical demonstrations
- role-plays
- third-party observations and other evidence collected during mandatory work placement

Completing and submitting assessment activities is a mandatory requirement for the courses. A successful result is needed for every assessment, to satisfactorily meet the requirements for each unit within the course and to enable the issuing of accredited certification documentation or other certificates.

Rules of Evidence

Evidence collected and used to confirm that a student is competent, must meet the four 'Rules of Evidence'.

Valid	The assessor is assured that the learner has the skills, knowledge and attributes described in the module or unit of competency and associated assessment requirements.
Sufficient	The assessor is assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of the student's competency.



Authentic	The assessor is assured that the evidence presented for assessment is the student's own work.
Current	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Whilst students will be supported by their trainers in completing the assessment, it is the responsibility of the student to study the learning materials provided, practice any practical task and adequately demonstrate their knowledge and skills, before they will be deemed competent.

Trainers and assessors will not 'provide the answers' to students. They will instead refer to students to the relevant parts of their learning, to help the student in acquiring the required knowledge. Any student attempting to coerce the trainer/assessor to providing the answers or otherwise evade the assessment process will be in breach of the Academic Conduct Policy and penalties may apply.

Students will be generally given three attempts at completing an assessment activity. Additional attempts may require the student to repeat certain topics or units before being able to apply for a re-assessment. Additional re-assessments after the third attempt may incur additional charges.

There is no work-based training with our courses, with the exception of the SIT40516 Certificate IV in Commercial Cookery, which requires students to work in an approved commercial hospitality environment (kitchen) for 48-60 shifts. This is known as 'work-placement' and is a mandatory requirement for that course.

Specific details regarding work-placement will be provided to students entering the SIT40516 Certificate IV in Commercial Cookery, separately to this handbook.



English Language Intensive Course for Overseas Students **(ELICOS)**

COURSE NAME	CRICOS CODE	DURATION (Weeks)
General English (Elementary to Advanced)	098026B	60

General English (Elementary to Advanced)

This course is intended for students wishing to learn English for a variety of different purposes. The macro-skills of Reading, Writing, Speaking and Listening will be studied in conjunction with an electives program that allows students to enhance their skills in relation with their individual learning needs.

The course is delivered over 60 study weeks. The course has been designed to run at 5 proficiency levels (10 study weeks per level)

Level 1: Elementary

Level 2: Pre-Intermediate

Level 3: Intermediate

Level 4: Upper Intermediate

Level 5: Advanced

Students must be a minimum of 18 years of age at enrolment, and there are no specific entry requirements for this course.

The General English (GE) is delivered 20 hours per week face to face.



Vocational Courses for Overseas Students

CODE	COURSE NAME	CRICOS Code	Duration (Weeks)
BSB50120	Diploma of Business	108279E	52
BSB50420	Diploma of Leadership and Management	104271A	52
BSB60120	Advanced Diploma of Business	108280A	52
BSB60420	Advanced Diploma of Leadership and Management	108281M	52
BSB80320	Graduate Diploma of Strategic Leadership	104491M	52
SIT40516	Certificate IV in Commercial Cookery	093032M	75
SIT50416	Diploma of Hospitality Management [Cookery]	094319K	29

*SIT40516 Certificate IV in Commercial Cookery includes a work placement component. This includes 48 - 60 complete food service periods, in a commercial workplace environment. This workplace training is not to be considered as paid employment.

This course also includes a practical training component, requiring the students attend Choice Business College's training kitchen, for the campus into which they are enrolled.

General Entry Requirements for VET courses:

ENGLISH:

English proficiency level requirement: IELTS 5.5 or equivalent

ACADEMIC:



Provide evidence of a Vocational Education/university Certificate (Australian) of up to Cert IV or equivalent to Year 12 Academic qualification or related work experience

NOTE: Every application is individually assessed.

For further details of individual course requirements including the entry requirements (academic and English), course credit/RPL, content, duration and cost, assessment methods and modes of study please refer to the individual course details on our website: www.cbc.edu.au.

Choice Business College has no arrangements with any other party in the delivery of any of its course



General Campus Information:

Timetables

Students will be able to access their timetable of classes after enrolment via Reception. Please ensure you check your timetable details as this will allow for planning for your days before you start your course and /or when the course commences. These timetables are subject to change and students are advised to contact their trainer to stay up to date with the course timetable changes and important dates.

Photocopying and Printing Services

Photocopying and printing services are available from reception at Choice Business College for a small, nominated fee (\$0.4/page) or at Council Libraries on a user pay basis using your Student Card.

Privacy Policy at Choice Business College

Choice Business College respects your privacy and has recognised rules to ensure that your personal information is protected. The privacy policy ensures personal information is collected, stored, used and disclosed under strict guidelines to prevent it from being misused or passed on without your permission.

If you have any concerns, please contact student support officer who will advise you in due course.

Student Support Services at Choice Business College

Choice Business College is here to support all international students to adjust to study and their new lives in Australia.

The staff at CBC is encouraged to help the students to achieve their learning goals and make satisfactory progress towards meeting the learning outcomes of the course in which they are enrolled.



The support services include complaint and appeals procedures, course progress, attendance requirements, accommodation issues, counselling, and orientation program.

Within Choice Business College, a team of designated Student Support Officers is appointed to ensure successful adjustment by students to life and study in Australia and assist in the resolution of student problems that could impede completion of their studies.

Legislation and Policies

Current CRICOS Legislation

- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001
- National Code of Practice for Providers of Education and Training to Overseas Students 2018

Legislation Information for International Students

The *Education Services for Overseas Students Framework (ESOS)* that includes the *ESOS Act 2000*, *ESOS Regulations* and *National Code* and related laws set out the requirements for providers who deliver education services to international students on a student visa.

These laws protect international students and help ensure students meet their visa conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further information on Australian Legislation and how it affects International Students visit:

<https://www.dese.gov.au/esos-framework/resources/international-students-factsheet>



(ESOS FRAMEWORK STUDENT FACT SHEET)

<https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/esos-regulations/pages/default.aspx>

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

In addition:

- if offering vocational education and training (VET) courses, the provider must comply with the VET Quality Framework, and
- if offering English Language Intensive Courses for Overseas Students (ELICOS), the provider must comply with the ELICOS National Standards.

Unique Student Identifier (USI)

All students – other than ELICOS students - undertaking an accredited VET course with Choice Business College are required to have a USI as part of the Enrolment Process, prior to commencing training. Please note without a USI VET qualifications or Statements of Attainment cannot be issued.

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

The USI is linked to National Vocational Education and Training (VET) Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

International students studying in Australia require a USI. All international students in Australia will have been issued with a Student Visa. Once you have arrived in Australia your visa will be activated, and you will be able to apply for a USI.



The USI will:

- link a student's VET achievements, regardless of where in Australia they did the course
- let students easily access secure digital transcripts of their achievements
- give students more control over their VET information

The Unique Student Identifier (USI) can be obtained by logging on to www.usi.gov.au.

Student Orientation

Students undertake a detailed online orientation, prior to a Campus Induction and commencement of their studies.

Choice Business College will provide students with information about all aspects of the course and the student's rights and responsibilities specifically relating to participation in the course. The purpose of the 'Orientation' and 'Induction' is to provide an overview of the course itself, and important information regarding how the College can assist the student with their learning.

While the Orientation is delivered online, and the induction is delivered on-campus. Participation in Orientation and Induction by the student is mandatory.



Our Policies and Procedures

Attendance Monitoring – ELICOS

This policy is only applicable to students who are enrolled in English language intensive courses for overseas students (ELICOS) at Choice Business College (CBC).

This document provides procedures to ensure the attendance of all ELICOS students is recorded and that these attendance records are monitored. This allows for early detection of a student's poor attendance and enables CBC to provide the student an opportunity to rectify their situation before being reported for breaching attendance requirements.

Students should attend all classes (100%) of their course to gain optimum learning. All ELICOS courses are delivered face-to-face for a minimum of 20 hours per week.

All International ELICOS students must maintain a minimum of 80% projected attendance rate for their course duration (total scheduled contact hours) to avoid being reported to the Department of Home Affairs (DHA).

All student attendance records shall be regularly monitored against this requirement as described below.

All staff are made aware of the requirements of this policy and procedure and related attendance requirements through the CBC Staff Induction process and ongoing professional development activities.

Students are made aware of attendance requirements through a variety of methods such as: Pre-enrolment information provided to students; Student Orientation undertaken on commencement; And throughout the course where students are identified as being at risk of not meeting the required attendance requirements.



Students must contact the College every time they will be absent prior to the regular class time, via email, phone, or SMS to a member of staff.

Students who do not advise the College of absences will be contacted/counselled by the Student Support Officer or another staff member.

Student attendance is monitored daily by teachers. Student absences are tracked and monitored at the end of each week. Absences will be recorded by deducting from the initial full attendance.

All absences due to illness should be accompanied by a medical certificate that states the student was unable to attend classes.

Note: The College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

Any absences for five (5) consecutive days without approval will be investigated as a matter of urgency.

- Student Support officer will attempt to contact the student
- If student is not able to be contacted their agent will be contacted.
- Student Support Officer will counsel student on the importance of notifying the College when absent.
- If contact cannot be made the Student Support Officer will discuss with CEO and the relevant authorities will be notified (e.g., police, DHA, next of kin)

The Director of Studies of ELICOS is responsible for the implementation of this policy and for ensuring that staff and students are aware of its application and procedures.

Recording Student Attendance

Before the course begins:



- the Director of Studies will produce a formal class attendance roll for each class, including contact hours and names of all enrolled students, and
- teachers will receive a class attendance roll (either in hard or electronic copy) for the courses they teach.

Teachers will ensure that the attendance roll is completed at the beginning of each class as specified in the official timetable. At the designated class start time the teacher will mark the roll.

Student attendance is monitored each session of scheduled class time using the class attendance roll. This sheet is broken down into 2 x 2-hour sessions and requires an indication of attendance in every session. A symbol shall be placed in the box beside each student's name to indicate their attendance.

Absence: Besides not attending class, any student who arrives over 15 minutes late to a scheduled study session will be marked absent for that session. Students who leave a study session for extended periods of time during a scheduled study session will also be marked as absent

Lateness: A student who arrives less than 15 mins late to one study session in the week will not be deducted attendance hours. However, a student who arrives late to any subsequent study session in that week (without a valid reason) will be marked absent from each of those sessions.

The ELICOS teacher will be required to sign the attendance record at the end of each session and confirm the accuracy for the recorded attendance of each student. The Student Attendance Record is to be submitted to Student Administration at the end of each day.

All attendance shall be recorded in a spreadsheet which records each student's attendance and calculates the projected attendance of each student if they were to attend all remaining classes.



At the end of each week, attendance data will be input into a spreadsheet by the teacher, senior teacher, Director of Studies, or administration staff.

Academic Progress Monitoring

Choice Business Colleges monitors the progress of its students, to ensure that academic goals are being met and that students are achieving satisfactory outcomes.

- Students who do not achieve 25% of their units in any given study period (term) will be indicated as "at risk," a warning email will be received, and intervention strategies will be offered.
- Students who did not achieve competency outcome for more than 50% or more for the units of competency in the study period will receive the warning letter.
- Students who did not achieve competency for more than 50% or more for the units of competency in the second study period will receive the warning letter and an intention to report letter*.
- This is only applicable if the students who fail more than 50% or more units of competency over 2 continuous study periods.
- Students are provided with 20 days from the date of the intention to report letter issued to access an internal and/or external appeal. Student enrolment will be maintained during the appeals process (Refer to Standard 10 Complaints and Appeals Policy and Procedure).
- If the students did not appeal in 20 days from the date of the intention to report letter, will be reported to the Department of Home Affairs (DHA).
- The students that have been reported to the Department of Home Affairs will be advised that their confirmation of enrolment (CoE) have been cancelled and it's advised to speak to the Department of Home Affairs as this may result in the cancellation of your student visa.



Course Progress Details

The Lead Trainer must monitor, record, and review student academic progress on completion of each unit of the course. All these details are to be recorded on the student academic file and progression spreadsheet and saved in the student management system accordingly.

The trainer should initiate have a talk to the student once has any concerns regarding student's progress. This must be documented on the student's file and must provide this advice to the Lead Trainer.

At any time during the study period, if a student is identified by the Lead Trainer as "a possible risk," the student will be given a verbal warning and offered assistance. In the meantime, we must ensure all communication is recorded in the student's file accordingly and then revert these concerns to the Chief Executive Officer and the Student Services and Administration Manager.

If the student fails more than 25% of their units of competency in a study term, they must be sent a warning email with the explanation that they "at risk" for unsatisfactory course progress and advice that they are required to meet with the Lead Trainer to discuss possible intervention strategy. Students can bring a support person to this meeting as a courtesy.

Students who did not achieve competency outcome for more than 50% or more for the units of competency in the study period will receive the warning letter and required to have a student meeting with the Lead Trainer and the Student Services and Administration Manager.

During the meeting the Lead Trainer and the Student Services and Administration Manager will document the:

- student details (student id, name, contact details)



- course details (course number, name, start date, end date and study period (term), units of competency that were satisfactory, units of competency that were not satisfactory.
- the reason of why the student has not met the course progress.
- recommended strategies
- next meeting details
- declaration

Intervention strategies to be discussed may include but are not limited to:

Identify what the appropriate support strategies are that would suit the student's situation and plan their implementation.

A student receives the best academic and/or personal support, either internally or externally.

Scheduled a regular follow-up from the faculty team to track progress

Provide advice on alternate units or courses if considered more suitable for the student.

Re-sitting units

All these details must be kept on the student file properly.

Students who did not achieve competency outcome for more than 50% or more for the units of competency in the following study period will receive the warning letter and an intention to report and required to have an urgent student meeting with the Chief Executive Officer, Lead Trainer and the Student Services and Administration Manager. The intention to report letter issued will also advise students of unsatisfactory academic progress if they have achieved less than 50% competency over two continuous study terms). This may result in the intent to report to DHA and the possibility of VISA cancellation. Students will also be informed of their rights to appeal such a decision and provided a copy of the Complaints and Appeals Policy and Procedure and Form. The student will also be advised that they have 20 working days to reach the Complaints and Appeals Team.



The Notice of Intention to Report issued must state the intervention strategies provided so far, the warning letters sent, what action has taken place, and the intention to report the student. Choice Business College also must detail the student's right to appeal the decision and provide advice on what the student must do regarding their visa.

A student may appeal on the following grounds:

Choice Business College's failure to properly grade or record the student's grades
compassionate or compelling circumstances, or

Choice Business College documented the policies and procedures that have been made available to the student.

If a student chooses to use the provider's complaints and appeals process, Choice Business College must keep the student enrolled while the complaints and appeals process is in progress, according to our Complaints and Appeals Policy and Procedure.

If the appeal revealed a grading error and the student has made satisfactory course progress, Choice Business College will not report the student, indicating that no intervention is required.

If the appeals process indicates that the student has not achieved satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through Choice Business College's intervention strategy, and Choice Business College does not report the student.

If the student decides not to proceed with the complaints or appeals processes within the 20-working-day period or withdraws from the process, OR Unsatisfactory course progress is confirmed upon the completion of the appeals process and will be reported to DHA via PRISMS within 5 working days after the unsatisfactory course progress decision is finalised.



DHA will consider all the information available and decide whether to consider cancellation once a student is reported for unsatisfactory course progress. NOTICE OF INTENTION TO REPORT FOR UNSATISFACTORY COURSE PROGRESS will be sent to students by DHA prior to a decision being made to cancel the student's visa. Students will be given an opportunity during this time to respond to the NOICC and explain their situation.

Absenteeism

Students must contact the College every time they will be absent, prior to the regular class time, via email or phone. Students who do not advise the College of absences will be contacted/counselled by the Student Support Officer, Academic Program manager or another staff member.

All absences due to illness must be accompanied by a medical certificate that states the student was unable to attend classes.

Note: The College does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, massage therapists, iridologists, psychics etc.

Student attendance is monitored daily by trainers. Student absences are tracked and monitored at the end of each week. Any absences for five (5) consecutive days without approval will be investigated as a matter of urgency.

A Student Support officer will attempt to contact the student. If student is not able to be contacted their Next of Kin and agent will be contacted.

The Student Support Officer will counsel student on the importance of notifying the College when absent.



If contact cannot be made the Student Support Officer will inform the CEO and the relevant authorities will be notified (e.g., Police, Department of Home Affairs etc). The Next of Kin will also be contacted.

Cancellation Of Enrolment

If a student fails to meet the requirements for satisfactory course progression after the above intervention strategies have been applied, the College will issue a Notice of Intention to Report – Unsatisfactory Progress/Attendance. This letter will include advice regarding the College's intention to cancel the student's Confirmation of Enrolment.

The student can access the Choice Business College's complaints and appeals process, up to 20 business days from the date of issue of the letter.

The student is advised to seek advice from the Department of Home Affairs on the potential impact on their visa if the Confirmation of Enrolment has been cancelled.

If following receipt of this letter:

- the student chooses to not initiate an appeal within 20 business days of issue of the letter: or
- if the appeal is unsuccessful; or
- if the health or wellbeing of the student or the wellbeing of others is likely to be at risk

The student's enrolment will be deemed to be cancelled and a cancellation letter will be issued to the student.



Academic Conduct Policy

This policy is provided to all students upon enrolment into any Choice Business College course and prior to any assessment taking place – including RPL. It is also provided to all staff and contractors on commencement of their duties with Choice Business College.

All staff and students are afforded the presumption that they will comply with this policy. However, CBC will implement tools and strategies to confirm compliance and take immediate action, where there is evidence that a breach has occurred.

Staff and students who always comply with this policy act honestly and ethically and do not deliberately seek to undermine the principles of academic integrity.

Academic misconduct is defined as any attempt to cheat, falsify, collude, plagiarise, or otherwise act dishonestly, in undertaking any assessment task, or assisting other students to do so. This includes any attempt to gain advantage from unauthorised possession or use of Choice Business College's learning or assessment materials or other intellectual property.

Any staff member, contractor or student who gains, or attempts to gain advantage or assists any other person to gain advantage through unfair means or any action which is in breach of this policy, regardless of the success of the attempt is considered to have engaged in academic misconduct and is considered to be in direct breach of this policy.

Any attempt, regardless of the outcome, to not comply with this policy, which includes to:

- Misrepresent
- Collude
- Cheat
- Plagiarise
- Falsify



Otherwise act deceptively or dishonestly when undertaking or facilitating an assessment task

whether by deliberate act or omission – including assisting others to do so – is deemed to be a breach of this policy.

Breaches of this policy also include:

- any attempt by a student to mislead or deceive a trainer/assessor about their identity, knowledge or skills or the originality of their work
- any attempt to persuade, harass or intimidate a trainer/assessor to not conduct an assessment of any student in accordance with the Choice Business College's Assessment Policy and Procedures, assessment instructions or to invalidate any part of the assessment process.

Cheating may also include breaching any process for undertaking assessment tasks, compromising the assessment activities of other students, or impersonating a student or enabling a person to impersonate a student in any assessment activity.

Any person accused of not complying with this Academic Conduct Policy is regarded as innocent of the alleged misconduct, until they have either admitted to it or been found by proper investigation to have so behaved.

Procedure

In all instances where breaches of this policy are identified, the Chief Executive Officer is to be notified by the person who identifies the breach.

The Chief Executive Officer will review the circumstances of the misconduct and consult with the relevant managers

The Chief Executive Officer or delegated staff member will investigate the misconduct. This will include reviewing any previously submitted assessments for evidence of previous potential breaches of this policy. Where a breach of this policy



is confirmed to have occurred, the Chief Executive Officer will determine the penalty or other course of action in consultation with relevant academic staff and administration manager

The final decision regarding the outcome of the investigation and resulting actions rests with the Chief Executive Officer. Where a student is found to have breached this policy, Choice Business College will take disciplinary action. This action may include, but is not limited to:

- A formal caution being issued.
- A requirement to re-sit an assessment or undertake additional assessment, at additional cost to the student.
- Cancellation of enrolment regardless of progress.
- Exclusion from future enrolment with Choice Business College, and/or
- Report incidents that are in breach of this policy to the appropriate regulator, where required by regulations or licensing conditions.

Students are notified in writing of penalties because of any breach of this policy and are afforded the right of appeal. The grounds for appeal are:

- Procedural irregularities, and/or
- Not being afforded an opportunity to explain their actions; and/or
- Factual errors on which the decision was based, and which were of such magnitude as to invalidate the decision.

Notwithstanding any rights available to the student under Australian Consumer Law, whether or not a refund is granted is at the discretion of Choice Business College. A decision will be made in line with Choice Business College's Refund Policy. If a refund is granted, Choice Business College will deduct an administration fee from the refund amount for time and resources used in providing administrative and other services to the student.

Any staff member found to have wilfully breached this policy may be subject to summary dismissal.



Refund Policy

This refund policy is provided in full to all students prior to any payment being made and is contained IN FULL in the Formal Student Agreement Contract.

This refund policy applies to all fees paid to the College and includes any money paid to an education agent to be remitted to the College. However, Education Agents are not authorised to collect money on behalf of the College. All fees should be paid directly to Choice Business College

Any additional fees requested by an agent should firstly be queried directly with the College before payment.

NOTE: Fees for additional services (not covered by the Letter of Offer of part of the agreement with

Choice Business College conducted by and paid to Education Agents by students are not covered by this refund policy.

The application for enrolment fee of \$200.00 is non-refundable administration fee.

Choice Business College does not require the student to pay more than 50 per cent of tuition fees before a course starts unless it is for a short course of 25 weeks or less.

Choice Business College can accept more than 50 per cent of tuition fees before a course starts if the student, or the person responsible for paying the fees, chooses to pay more.

It is the policy of Choice Business College to ensure that all applications for refund of fees are considered.

A full refund of all unused tuition fees will be made if a CRICOS course is cancelled by Choice Business College for any reason. In this instance a refund will be made in 2 weeks.



An application for refund of course fees must be made in writing on the Application for Refund Form to Choice Business College stating detailed reasons for the request. Any relevant evidence should also be attached for consideration.

REFUND TABLE	
Unsuccessful Visa application	100% refund of all unused prepaid fees less \$200 administration fee
Cancellation of enrolment more than 20 days prior to commencement date	85% refund of Tuition Fees paid less \$200 administration fee
Cancellation less than 20 days prior commencement date	50% refund less \$200 administration fee
Cancellation after commencement date	No refund
Visa cancelled due to actions of student	No refund
Course cancelled by Choice Business College (provider default)	100% refund of all unused prepaid fees

Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.

Complaints And Appeal Policy

This policy will be given to students before a contract is entered into or before an amount of money has been paid whichever happens first.

This policy and procedure must be provided in full in the International Student Contract / Agreement.



Written records of all complaints and appeals will be kept in detail on student files and provided to the student.

All Complaints and Appeals will be handled fairly, professionally, equitably, confidentially, and in a timely manner, with a view to achieving a satisfactory resolution as soon as practicable.

Choice Business College (CBC) will in the first instance always endeavour to resolve complaints / disputes informally.

Students are encouraged to firstly talk to a member of staff as soon as a problem arises.

CBC is committed to dealing with complaints/disputes in a fair and timely manner.

- Where possible the complaint will be dealt with immediately by the Compliance Officer, Student Support Manager or teacher.
- Students and / or CBC staff may be accompanied and assisted by a support person at any relevant meeting.
- The formal complaints assessment process will commence within 10 working days of CBC's receipt of a written complaint or appeal and supporting information.
- CBC will take all reasonable steps to finalise the process within 21 days from commencement or as soon as practicable. A written response, advising of the outcome will be provided.
- The complainant will be provided with a written statement of the outcome of each stage of the complaint/appeal, including details of the reasons of the outcome.
- If a student chooses to access CBC's complaints and appeals processes, CBC must maintain the student's enrolment while the complaints and appeals process is ongoing.



- CBC will respond to any complaint or appeal an overseas student makes regarding their dealings with the college, the college's agents or any related party the college has an arrangement with to deliver a course or related services.
- CBC must advise students that are unsuccessful with the college's internal complaints or appeals handling and process, within 10 working days of the decision being made, of the student's right to access an external complaints and appeals process at minimal or no cost to resolve the dispute. The College must advise the student the contact details of the appropriate complaints and external appeals body.
- If the internal or external complaint handling or appeal process results in a decision that supports the student, CBC must immediately implement any decision and/or corrective and preventative action and advise the student of the outcome.
- If the student is not satisfied with the result or conduct of CBC's internal complaints handling and appeals process, CBC will assist the student to access independent mediation at minimal or no cost to resolve the dispute.
- Nothing in the College's Complaints/Disputes Resolution policy negates the rights of any overseas student to pursue other legal remedies.
- If a student is not satisfied with the result or conduct of our internal complaints and appeals process, the college must advise the student of his or her right to access the external appeals process at minimal or no cost.
- Students can contact the Overseas Student Ombudsman directly.
- The college is not required to continue to offer learning opportunities throughout the complaints or appeals process. The college can decide whether it will continue to offer learning opportunities throughout any appeals process. The college may decide to exclude a student from attending classes but continue to provide work to complete outside of the classroom environment. The college acknowledges that to deny students learning opportunities throughout the appeals process may disadvantage the student should the appeals process find in their favour.



- Any substantiated complaint will be acted upon. All complaints and appeals will be recorded in detail including the outcome of each stage.
- A complaint can be forwarded directly to the Administration desk/Front desk to be passed to the Compliance Manager to allocate the staff to investigate.
- CBC will not report a student for unsatisfactory progress or attendance until the student has been allowed to access our internal and ONE external complaints and appeals process Refer Overseas Student Visa Requirements - Monitoring Course Progress and Attendance policy and procedure.
- CBC will await the outcome of this process (and if, in favour of the provider) before reporting the student through PRISMS.
- For appeals on the college 's decision to defer, suspend or cancel a student's enrolment, the college only needs to wait until the internal complaints/appeals process is completed (if in favour of the college) to notify DET/DHA via PRISMS.

Academic Complaints / Appeals

- Complaints/appeals against academic decisions will be accepted up to fourteen (14) days from the date an assessment result was received.
- Assessment will be reviewed having due regard to submissions made by the participant.
- An independent facilitator/trainer will be assigned to assess the complaint.



Students Transfer Policy

Choice Business College will not accept a transfer student from another institution unless the student can show that they have finished six calendar months of their principal course,

Principal course is defined by DET/DHA AS....

The principal course is the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses and is usually the final course of study. The first six months is calculated as six calendar months from the date an overseas student commences their principal course.

For the student to transfer before completing six months of their principal course, the student must either obtain a release from their registered provider, or meet one of the following conditions:

the releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.

the releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with that registered provider.

any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change. This usually applies where the overseas student's study in Australia is sponsored by the government of another country.

provide a declaration and explanation of the reason for persuading the course with Choice Business College and not the current registered provider.

After completing six calendar months of the principal course, an overseas student can transfer without needing to meet one of these conditions.



If a student is enrolled somewhere else, Choice Business College will check the Provider Registration and International Student Management System (PRISMS), but it won't rely only on the PRISMS data.

To make sure the student is not enrolled elsewhere or still within six months of their principal course, additional checks may be made, such as requesting documentation of the student's completed qualifications or statements of attainment or showing the date they last attended a class.

Choice Business College is aware that any tuition or other fees paid to the original provider will be refunded in line with that provider's refund policy if a student transfers to another provider.

OUTGOING STUDENTS

Any student who does not have a valid Letter of Offer within the first six calendar months after the commencement of their principal course will not be given the Release by Choice Business College.

The break period will not be included in the student's six months of completed study if there was a break in enrolment because of a deferment or suspension.

Choice Business College will provide a release if the transfer will not be to the detriment of the student.

What might be viewed as detrimental to the student includes the following examples:

if the transfer may jeopardize the student's progression through a package of courses.

if the student has just started taking the course and not all available support services have been given to them (it is best practise to revisit the issue within a timeframe negotiated with the student).

if the student is attempting to avoid having their noncompliance with the provider's attendance or academic progress requirements reported to DHA.



Students wanting to be released from Choice Business College will be required to complete four steps:

Step 1: The student will be required to have a meeting with the Student Services and Admission Manager and the Student Service Officer. A meeting will be arranged within 48 hours of a request.

At this meeting, the student will be provided with a copy of the:
Standard 7 Overseas Student Transfers Policy and Procedures
Refund Policy and Procedure
Complaints and Appeals Policy and Procedure
Signed on the student's Written Agreement/Contract with the College or a more recent version that the student has signed and accepted (if the student has).

Step 2: The student will be required to ensure all the fees are paid up to date (Choice Business College is not required to provide a Release if the student has overdue fees).

Step 3: The student will be required to request a Letter of Offer from the CRICOS Registered Provider that they wish to transfer to.

Step 4: The student must complete the request for transfer form. International students wishing to transfer to another CRICOS registered provider must apply via this form for a transfer with reasons as to why they want to leave, and then sign and lodge the form with the administration desk. All documentary evidence supporting the request must be submitted with the form. The request for transfer will be processed and the student will be emailed the outcome within 9 working days. No request will be taken into consideration unless the student provides a letter of offer that has been signed by a another CRICOS registered provider.



Choice Business College will provide a release whether the student demonstrated a commitment to their studies during the course, as well as whether they had a good attendance record, and whether they paid all course fees owing.

Choice Business College will also advise the student to contact with DHA immediately to get guidance on whether a new student visa is necessary or not.

If a student has unpaid course fees for the current study period Choice Business College WILL NOT provide a release The current study period is determined as the study period in which the student applies for a Letter of Release. If this falls during holiday break the release will be determined as being the previous study period.



Choice Business College Campuses Location

Gold Coast Campus

Choice Business College has its registered head office and one of its campuses centrally located in the heart of Southport, on the Queensland Gold Coast. Just north of Surfers Paradise, it is one of the major business centres of the Gold Coast and close to the dazzling Broadwater and the Southport Spit. Southport is only a five-minute drive from the 57 kilometres of coastline, with incredible sandy beaches and the tourist hub of Surfers Paradise.

You are never too far away from great shopping, fabulous restaurants, and cafes. Gold Coast is also famous for being home to Dreamworld, Movie world, Sea World and Wet'n'Wild theme parks.

Sydney City Campus

Sydney has been ranked as the 3rd most liveable city in 2019 and is increasingly popular as the most famous Australian city in the world due to many famous landmarks. Sydney harbour is world famous for its 200km of shoreline and has many of Sydney's most famous landmarks right on its waters edge such as the Sydney Opera House and the Sydney Harbour Bridge.

Our Sydney City Campus is located on Kent Street, in the heart of the city. It is easily accessible, being just a five-minute walk to Town Hall station.

Sydney - Parramatta Campus

CBC Sydney – Parramatta Campus is conveniently located in Parramatta, 23 km west of Sydney CBD.

Parramatta is Sydney's second CBD, as well as being the historic heart of Western Sydney. The city of Parramatta is a multicultural hub and home to people of a wide range of nationalities, religions, and cultures.

With easy access to public transport, accommodation, restaurants, shops and parks, this exciting area provides a wealth of activities for students to enjoy while studying at Choice Business College.



Melbourne Campus

Our Melbourne campus is centrally located in the Melbourne CBD and is surrounded with cultural attractions, abundant public transport, accommodation, gardens, restaurants, and nightlife.

With its centralised location, activities and a wealth of opportunity exist in every direction. Choice Business College Melbourne provides a fantastic place to live, study and start a rewarding career pathway.

Ranked in 2019 as the 2nd most liveable city, Melbourne is a mix of old and new. Exclusive shopping arcades and the bustling Queen Victoria Market, along with historical landmarks from centuries ago, blend in with modern office towers. With its thriving arts scene, Melbourne is often dubbed Australia's cultural capital.

All CBC campuses are close to the public transport, shopping, and other services. Each campus is equipped with computers, free WIFI internet, tea/coffee making facilities and quiet study areas.

Whilst our main campus is in Parramatta NSW, our registered Head Office is located at our Gold Coast Campus.

Below is campus address:

Gold Coast Campus (Head Office)

Address:

G104/ G105 Australia Fair (Entry from Nerang St)

Southport

Queensland 4215

Phone: (07) 5532 3212

Melbourne Campus

Address:

Level 6, 341 Queen Street

Melbourne Vic 3000

Phone: (03) 9670 0656

Choice Business College Pty Ltd trading as Choice Business College

ABN: 28 130 302 000 | ACN: 130 302 000

Version: 7 | RTO No. 41297 | CRICOS Provider No. 03444C



Parramatta Campus

Address:

Suite 2 Level 5, 460 Church Street

Parramatta NSW 2150

Phone: (02) 9630 6999

Sydney City Campus

Address:

Suite 701, L7 at 541 Kent Street

Sydney NSW 2000

Phone: (02) 9630 6999

Practical training for our Commercial Cookery courses is delivered in purpose-built training kitchens, fully equipped to commercial kitchen standards. They are located at:

Gold Coast Campus Kitchen

Address:

G104/ G105 Australia Fair (Entry from Nerang St)

Southport, Queensland 4215

Melbourne Kitchen

Address:

11-17 Jeffcott Street, West Melbourne,

VIC 3003

Sydney Kitchen

Address:

65 Holt St

Surry Hills, NSW 2010



The classrooms within the CHOICE BUSINESS COLLEGE campuses are modern, air-conditioned rooms that are set up for effective learning. WIFI is provided at all campuses, for staff and students.

Trainers are responsible for setting up classrooms, prior to the commencement of class. Trainers are also responsible for leaving the classroom in a clean and tidy condition, with the assistance of students, where required.

All campuses are equipped with computers for students to conduct self-paced learning, or carry out assessments, where needed. In addition, all campuses have a small student library, to support ELICOS students in their studies.

Each campus has printing and photocopy facilities available for staff. These facilities are also accessible by students, at a small fee



Information About Living, Working and Studying in Australia

The following information is intended to assist you in preparing to travel and prepare to study in Australia. The information provided was correct at the time of publication but may be subject to change. If you identify something that needs to be amended, or you find any broken links, please let us know.

Please visit the websites below to find out all about studying in Australia including visa requirements, student support services, cost of living, Education Agents, health cover, working in Australia, insurance, accommodation options and costs, weather, transport, safety and so much more.

GOLD COAST	MELBOURNE	SYDNEY / PARRAMATTA
Study Queensland Study Gold Coast	Study Melbourne Visit Melbourne	Study Sydney Sydney Tourist and Transport
Education and living costs in Australia		

The Study in Australia site is owned by the Australian Government and has comprehensive current information on all aspects of studying in Australia including:

- Entry requirements
- Living costs and accommodation
- Student visa options
- Insurance
- Banking
- Working while studying
- Cost of living
- Student support
- Health cover
- Legislation and much more.

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Living cost in Australia

For your reference, here are some of the costs associated with living and studying in Australia. Source: <https://www.studyaustralia.gov.au/>.

Accommodation

Hostels and Guesthouses - \$90 to \$150 per week

Shared Rental - \$95 to \$215 per week

On campus - \$110 to \$280 per week

Homestay - \$235 to \$325 per week

Rental - \$185 to \$440 per week

Boarding schools - \$11,000 to \$22,000 a year

Other living expenses

Groceries and eating out - \$140 to \$280 per week

Gas, electricity - \$10 to \$20 per week

Phone and Internet - \$15 to \$30 per week

Public transport - \$30 to \$60 per week

Car (after purchase) - \$150 to \$260 per week

Entertainment - \$80 to \$150 per week

Cost of living

The Department of Home Affairs has financial requirements you must meet to receive a student visa for Australia.

Refer to the step-by-step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

As of October 2021, the 12-month living costs are.

For students or guardians - AUD\$21,041

For partners coming with you - AUD\$7,362



For a child coming with you - AUD\$3,152

The Home Affairs website covers in more detail how to work out how much money you might need to cover the costs of your stay in Australia as international student.

The Insider Guides 'Cost of Living Calculator' is also a useful, practical tool to help estimate your cost of living in Australia www.insiderguides.com.au/cost-of-living-calculator/.

If you experience financial trouble while in Australia, talk to your institution's international student support and student accommodation services staff for assistance.

Working in Australia

Students working in Australia should be paid fairly for the work they do and work under reasonable conditions.

Pay rates and workplace conditions are set by Australian law. The Pay and Conditions Tool(PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

The Fair Work Ombudsman can give you further information and advice about your workplace rights and obligations and has workplace information translated into different languages.

For information on employee entitlements, the Fair Work Ombudsman provides important details.

Your employer cannot cancel your visa.

Only the Department of Home Affairs (DHA) can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions.



If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

When you start working in Australia, it is a good idea to keep a diary of days and hours worked keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.

All visa holders who believe they might have been exploited or underpaid should approach the Fair Work Ombudsman (FWO) through the Fair Work Infoline on 13 13 94. The Ombudsman also has an anonymous reporting service.

Safety

We take your safety seriously, so we strongly advise you to visit all the links below, to be very well informed on all aspects of your safety, during your time in Australia. The links below also cover insurance, phone, internet, and banking.

Students coming to Australia need to be aware of the vastly different conditions, such as swimming at our beaches and swimming safety as well as becoming aware of sun safety.

If you have any difficulty accessing these links, please advise the College to enable us to assist you.

SUN AND WATER SAFETY

FIRE SAFETY

EMERGENCY INFORMATION

PERSONAL SAFETY

Other Important contacts



Overseas Students Ombudsman

Email: ombudsman@ombudsman.gov.au

Call: 1300 362 072

Department of Home Affairs (DHA)

The Australian Government's Department of Home Affairs, provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application.

Subclass 500 Student Visa - Rules and Requirements

Education Provider Default(if CBC can no longer offer your course for study)



Student Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Completing your course within the duration specified on the COE
- Maintain satisfactory academic progress
- Maintain satisfactory attendance
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with your principal education provider for 6 calendar months, unless issued a letter (approval) of release from the College to attend another training provider
- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days.

See the full list of mandatory and discretionary student visa conditions including rules for working while studying.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with the Department of Home Affairs on your behalf, but please note that you are not obliged to use a migration agent to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and training providers internationally and are a good way for students to apply to study in Australia.

Agents are experienced in assisting with international student applications and applying for visas.



Most speak both English and the local language, so this makes the application process a lot simpler and generally hassle-free for students. Most do not charge for their service, as they collect a commission from the training provider you choose to attend. However, some agents do charge small amounts or offer additional services for which they may require the payment of a fee. You can check our website, to see a current list of agents we recommend.

Please Note: Although able to assist in completing education and visa applications, Education Agents are NOT licensed to provide migration advice.

Arranging Travel

Students will need to make their own travel arrangements to and within Australia. Please try to arrive at least 1-2 weeks before the start of Student Orientation, to allow enough time for settling-in, adjusting to the climate and overcoming jetlag.

We can arrange pick up from the airport, for a small fee.

Once you have your travel details you should advise the College.

Things to do before traveling to Australia

- Apply for your passport
- Arrange your student visa
- Contact the College
- Complete required forms with the College
- Make any required payments to the College
- Arrange for immunisations and medications from your doctor
- Apply for a credit card and/or arrange sufficient funds to support your stay in Australia
- Confirm overseas access to your funds with your bank
- Make your travel arrangements
- Arrange your mandatory insurances / OSHC
- Advise the College of your travel details



- Arrange suitable accommodation
- Arrange transport from the airport to your accommodation

Pack your bags, being sure to include the following:

- Name and contact details of a college representative
- Enough local currency for taxis, buses, phone calls etc. in the event of an emergency
- Important documents:
- A printed copy of the Student Handbook.
- Passport
- Letter of Offer
- Confirmation of Enrolment (CoE)
- Certified copies of qualifications & certificates
- Travel insurance policy
- ID cards, driver's license, birth certificate (or certified copy)
- Receipts of any payments paid to the college
- Medical records and / or prescriptions.

If you are travelling with your family, you will need to include their documents as well.

Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

What NOT to Bring

Australian Customs Services and quarantine are considered to be quite strict. If you're in doubt about whether your goods are prohibited or not, declare it anyway on your Incoming Passenger Card, which you will receive on the plane. Students have received on-the-spot fines for not declaring items.

For further information, including luggage restrictions, and other tips for travellers to Australia, visit the Australian Border Force website.

Upon arrival in Australia



- Call home
- Settle into your accommodation
- Contact Choice Business College
- Purchase household items and food
- Enrol your children in the local school (if applicable)
- Attend the scheduled International Student Orientation at CBC (compulsory)
- Advise the College of your address, phone and email
- Ensure you are issued your student ID card
- Advise your health insurance company of your local address
- Open a local bank account
- Apply for an Australian tax file number (TFN) if seeking work
- Become involved in student life and associations (eg music, sporting and cultural clubs)
- Keep copies of all payments you make to the College
- Keep a copy of your Student Contract and any other documentation issued to you by the College



Accommodations Options in Australia While Studying

Choosing Where to Live

Most students want to live within walking distance of their campus, but this is not always possible and is usually determined by availability and cost. Often it is more convenient and more cost-effective to live further from the campus but closer to shops and public transport.

Whilst studying with the college your accommodation options are:

Homestay

The Homestay experience helps visiting students absorb and understand Australian culture & customs while studying here. It is a cultural exchange between the local host (homestay) family and the visiting international student, who lives with the homestay family while studying in Australia.

Eastern Shores International Homestay is an established accommodation service offered to education providers and international students.

<http://www.esinternational.com.au/>

Renting

Renting a property is when you enter into a written agreement with a 'Landlord' to reside in a property. You can either rent a property as a single or shared arrangement or have flatmates (perhaps other students). There are several websites you can look at for choosing a rental property:

www.realestate.com.au

www.domain.com.au

www.gumtree.com.au



Bringing Family

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances on the DHA website).

Family members can include your spouse, and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

Some issues to Consider

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into their studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before deciding to bring your family to Australia, it is important to consider the following issues:

- The cost of airfares for your family to and from Australia
- Possible higher rent for a larger home
- Limited employment opportunities for your spouse
- Extra costs for food, clothing, and other necessities
- The effect on you and your studies if your family is not happy in Australia
- Whether your children will adjust to school in Australia
- Waiting lists for childcare centres
- Whether to come alone to Australia first and arrange things for your family or to all come at the same time

For more information visit:

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



Child Care

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before- and after-school care programs (usually 7:30am-8:45am and 3:30pm-6:00pm). Children who need these programs must be registered with the school

Schools

If you would like to bring your children to Australia with you; it is an immigration policy that school- age dependents of international students undertake formal schooling while they are in Australia.

Search for a state or private school in the area.

School fees can range from \$7,800 to \$30,000. The requirements for enrolling students and school fees vary across Australian states and territories, and across schools.

Overseas student health cover (OSHC)

International students undertaking formal studies in Australia, and their dependents (for example, spouses and children under 18 years old), must obtain OSHC. It provides cover for the costs of medical and hospital care which international students may need while in Australia. OSHC will also cover the cost of emergency ambulance transport and limited prescription drugs. The Department of Home Affairs requires all overseas students to maintain OSHC for the duration of time they are in Australia.

IMPORTANTLY, YOU MUST HAVE OSHC FOR THE ENTIRE DURATION OF YOUR COURSE - AS A CONDITION OF STUDYING IN AUSTRALIA

Choice Business College Pty Ltd trading as Choice Business College

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Version: 7 | RTO No. 41297 | CRICOS Provider No. 03444C



Students will be able to purchase OSHC through the College, at the enrolment stage. Students can also purchase their OSHC through their Education Agent or directly from one of the approved OSHC providers. If you do not buy your OSHC through the College you must provide evidence of your insurance, no later than your Orientation.

OSHC is offered by five health insurance providers that have signed an agreement with the Australian Government can provide OSHC.

OSHC Providers

- Allianz
- Medibank
- NIB
- BUPA
- AHM

You may choose to change your health fund at any time, but will need to abide by the conditions of change of the health fund provider you are leaving.

Some students may be exempt from enrolling in the OSHC such as students from countries where Governments may have reciprocal health agreements, for students in Australia.

Note: Only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your visa to come to Australia.

Further information on OSHC can be found at:

OSHC FACTSHEET (Australian Government)