



# International Student Handbook

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## Welcome

Welcome you to Bentley College Pty Ltd.

At Bentley College you will meet your trainers who are academics with the current industry-relevant experience to teach and train you applied or essential skills for the labour market, which includes the balance between theory and practice.

Whenever you need support in your studying with us or in your living in Australia, all our staff at Bentley College will be very happy to help. You can have easy access to the Student Services Officers on campus or via email. When you feel struggling with your study, you can meet our Student Welfare Officer, Learning adviser or English Help Officer.

Good luck with your study at Bentley College.

## Our campus

### Melbourne campus

Bentley College's Melbourne campuses is situated in the heart of Melbourne, in the central business district (CBD), within walking distance to the worldwide travel attraction like Parliament, Swanston Street, Bourke Street Mall and Flinders Street Railway Station. Flinders Street Railway station is the closest to the campus and is accessible from most train line across metro network in Melbourne. Flinders Street railway station is a railway station on the corner of Flinders and Swanston Streets in Melbourne, Australia. It serves the entire metropolitan rail network. Backing onto the city reach of the Yarra River in the heart of the city, students will undertake their face-to-face training next to some of the Australia's best hospitality and tourism operations.

#### Campus Addresses:

*Queen Street Campus:* Suite 2, Level 6, 190 Queen Street, Melbourne VIC 3000 Australia

*Swanston Street Campus:* Level 4, 55 Swanston Street, Melbourne VIC 3000 Australia

#### Google Maps link:

*Queen Street Campus:* <https://maps.app.goo.gl/KV7R4FJSRFJQL1yu9>

*Swanston Street Campus:* <https://maps.app.goo.gl/hMdaG6pJzoCDApJP9>

## Student Responsibilities and Expectations

It is your responsibility to maintain integrity, work hard and treat others with courtesy and respect.

This includes:

- Providing fair and honest feedback on training performance and on the content and presentation of courses.
- Paying all tuition fees and charges for which you are liable, by the set deadlines.
- Providing accurate and updated contact details (phone number and email address).
- Checking your email regularly throughout the course. This is the primary means by which the College correspond with you (e.g., course progress, assessment results, outstanding fees).
- Replying in a timely manner to all Bentley College trainer and administrative communications to you, including emails, phone calls and text messages.
- To be eligible to issue the qualification, you must successfully complete all the assessment requirements of the course.



## Qualification Pathways

Vocational Education & Training (VET) qualifications are aligned to the Australian Qualifications Framework (AQF), which is the framework for all qualifications in Australia across the school, VET and Higher Education sectors. One of the key objectives of the AQF is to facilitate pathways to, and through, formal qualifications.

AQF qualifications link with each other in a range of learning pathways between schools, VET providers and providers of higher education. The AQF provides for flexible, transparent and systematic learning pathways and for the removal of boundaries between educational sectors.

## Foundation Skills & LLN Test

Foundation skills are the combination of two frameworks:

- The Australian Core Skills Framework (ACSF) which includes English language, literacy and numeracy skills, learning and communication skills; and
- The Core Skills for Work Framework that includes non-technical skills, knowledge and understandings that underpin successful participation in work. These skills are often referred to as employability or generic skills. They include skills such as problem solving, collaboration, self-management, communication and information technology skills, and skills for work required for participation in work, the community and education and training.

Foundation skills are incorporated into all competency-based training programs, and you need to demonstrate competency in these as well as your technical competencies. All new students to the Bentley College are required to take the LLN (language, literacy and numeracy test) as part of the orientation program. Based on the LLN test results, student study gaps will be diagnosed and on-campus

## Certification

### Qualification

A qualification is issued when the student has completed all requirements as listed in the course information. The qualification certificate does not list the modules or units of competency completed (these are listed on the Academic Transcript).

### Academic Transcript

The Academic Transcript is a full record of all of the units of competence, which comprise the training program. It provides a listing of your assessment results for each unit of competency.

The following results are used to record Unit outcomes on the Academic Transcript:

- **Competent:** The student has demonstrated competency in all learning outcomes for that unit, either through a learning or recognition pathway.
- **Not Yet Competent:** The student has been assessed and has not demonstrated competency in all of the learning outcomes for an individual unit.
- **Withdrawn:** The student has withdrawn after one quarter of the way through the unit and has not completed all required learning outcomes.
- **Exempt:** The student has been granted a credit transfer from studying the unit due to previous study.
- **Competent via RPL:** the student has demonstrated competency via a Recognition Process.

### Statement of Attainment

A Statement of Attainment is issued when candidates have partially completed the qualification. This may be done in two ways:

- The student is not competent in all units of competence required for the full qualification, or



- A package of units has been delivered from an accredited and registered program.

The code and title of all units successfully completed by the student are listed on the Statement of Attainment.

Note: If course fees have not been paid, then no qualification, Academic Transcript or Statement of Attainment will be issued until receipt of fees.

## Course Provided by Bentley College

CRICOS Code	Course Code and Course Name
108957E	BSB40820 Certificate IV in Marketing and Communication
105759B	BSB50120 Diploma of Business
105760J	BSB50420 Diploma of Leadership and Management
108958D	BSB50620 Diploma of Marketing and Communication
105761H	BSB60120 Advanced Diploma of Business
105762G	BSB60420 Advanced Diploma of Leadership and Management
108959C	BSB60520 Advanced Diploma of Diploma of Marketing and Communication
108960K	BSB80120 Graduate Diploma of Management (Learning)
109906H	SIT30821 Certificate III in Commercial Cookery
109750A	SIT31020 Certificate III in Patisserie
109599C	SIT40521 Certificate IV in Kitchen Management
112154F	SIT50422 Diploma of Hospitality Management
112155E	SIT60322 Advanced Diploma of Hospitality Management
110043G	General English
108960K	English for Academic Purposes

### Orientation:

New student Orientation will be on campus face to face. New students will receive an e-mail and call from the Admissions department a week prior to their date of commencement with all necessary further information and instructions. If you have any questions regarding this process, please contact +61 (3) 8648 8775 or [admissions@bentley.edu.au](mailto:admissions@bentley.edu.au). Please email or call the student administration should you require any additional support.

### Support

All staff at Bentley College will continue to work and will continue to provide the students with the support any individual may need. The student will be remained connected with each trainer/assessor through regular class participation to assist them continuing their studies. Bentley College will also provide online academic and language support and student support staff are always here to help.



## What is USI and Why do I need it?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your qualification or statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

## Visa and Conditions

### Visas and conditions

After you have successfully completed the application and enrolment process, you will be issued with a Confirmation of Enrolment (CoE). Once you have this, you can apply to the Department of Home Affairs for a student visa. You may choose to use a Registered Migration Agent or may choose to complete it yourself. More information about how to apply for a visa can be accessed here: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>

Once you have received your visa, you must abide by its conditions. If you don't, you can be sent home and won't be able to finish your course. Conditions include (but are not limited to):

- Satisfy attendance and/or course progress requirements and maintain a valid enrolment for your course.
- Only work if you have been given permission to do so as part of your visa grant (and not work more than the stipulated number of hours).
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia.
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.
- Complete the course within the duration specified in the CoE you received.
- Remain with the principal education provider for 6 months unless you are issued with a letter of release from the education provider to attend another institution.

## Orientation Information

On the first day of your course, we will deliver an orientation session to you which includes an induction session. It's vital that you attend this as we will cover the following topics:

- Course information.
- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available.
- Legal, emergency and health services.
- Safety relevant to Australia and your environment.
- Critical incidents and critical incident reporting
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, course transfer and our complaints and appeals process.
- Student visa conditions related to course progress and attendance.
- Information about work rights.
- Question and answer session



- Assistance in creating your USI if you have not done so already.

Also, please note that, if you have not enrolled in your course within 14 days of the commencement date indicated on your CoE, your CoE will be cancelled as non-commencement. New application for the course will be required.

## Timetable

You will receive your course timetable on the orientation. The timetable details the commencement and completion dates for each unit of competency, and this forms the basis of your commitment to study. If completion dates are not met, your study plan will need to be reviewed, and enrolment will need to be varied.

## Policies and Procedures

You are encouraged to make yourself familiar with the following College policies and procedures for your rights and obligations as an Australian student visa holder. These policies and procedures are located on the College website.

- Admissions Policy and Procedure
- Complaints and Appeals Policy and Procedure
- Course Progress Policy and Procedure
- Deferring, Suspending and Cancelling Overseas Student Enrolment Policy and Procedure
- Refund Policy and Procedure
- RPL and Credit Transfer Policy and Procedure
- Student Support Policy and Procedure
- Transfer Between Registered Providers Policy and Procedure

## Campus Services

### Learning Support

Bentley College provides academic support for all enrolled students. The learning support and academic consultation with the trainers are available on appointment and/or scheduled in the timetable. The Learning Advisor will help you develop your understanding with assessments through individual help sessions and academic workshops. Please email your academic enquiries and academic support session booking to [support@bentley.edu.au](mailto:support@bentley.edu.au).

### Student Support Officer

If you are experiencing any of the following, we suggest you contact our Student Support Officer on [support@bentley.edu.au](mailto:support@bentley.edu.au). This is an on-campus free and confidential service.

- Stress / Anxiety / depression
- Feeling sad and unable to function properly.
- Lack of concentration in study or completing normal day-to-day activities
- Victim of harassment – either at the college, workplace or in your home
- Grief and loss
- Victim of abuse – psychological, physical, sexual
- Cultural issues – difficulty in ‘fitting in’ to the Australian way of life

### Student Services

All Bentley College staff have the responsibility to support you and understand the process of referring you to the designated staff for different aspects of the services. Student Services Officers are the first point





of contact for students. Student services officers will guide you through the whole process of your study with the College from the orientation to graduation. The Student Services Officers will be responsible for:

- Providing students with up-to-date details of Bentley College's support services.
- Handling student enquiries about course timetables, classroom arrangements, facilities and hospitality of Bentley College.
- Organising student orientation.
- Receiving student complaints and referring complaints to the RTO Manager.
- Providing students with information about Bentley College attendance and course progress requirements.
- Assisting students regarding WHS matters (advising the availability of sick bay and first aid kit).
- Providing information to students related to requests for leave, changes to courses and cancellations, and forwarding the request to the Admissions Manager for processing where relevant.

## Critical Incidents

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Any student that experiences a critical incident should immediately inform their trainer, Student Services Officer or any staff member of the College.

Critical Incidents include but are not limited to:

- Missing students
- Severe verbal or psychological aggression
- Death, serious injury or any threat of these
- Natural disaster
- Issues such as domestic violence, sexual assault, drug or alcohol abuse

## Emergencies

For all emergencies that are life threatening, phone 000 to be attended to by the emergency services departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Dialing 000 is a free call. Please follow the instructions below for calling the emergency services:

- Dial 000.
- Ask the operator for the service needed (fire, ambulance or police).
- Wait to be connected.
- Describe the problem (be prepared to give the location/address).

If an emergency occurs at the College, notify a staff member and follow their instructions.

## The Legal

### Privacy

Information concerning students, including information submitted at enrolment, will be used by Bentley College, or other authorised organisations for the purposes of general participant administration, communication, research, statistical analysis, state and national reporting, program monitoring and evaluation. Information provided will be held securely and disposed of securely.

Bentley College is committed to upholding the Australian Privacy Principles:

- We will only collect information that is necessary to providing you the service we offer.
- We will collect information in a fair and lawful way.
- You will be told of why we are collecting it and who will have access to it



- We will take reasonable steps to ensure that the information we keep regarding you is accurate.
- We will take reasonable steps to ensure that your personal information is protected from misuse, loss or unauthorised access or disclosure.
- You can make a request in writing to access any information we hold about you and we shall provide access, unless access will impact unreasonably on someone else's privacy.
- If there are mistakes in the information, we hold about you, we will correct them.
- We will not request sensitive information about you. Sensitive information includes information about your health, political beliefs, religious beliefs and sexual preference.
- Some Government Funded Courses require a Medicare or passport number for eligibility purposes. In this case you will be asked to provide this information prior to course commencement.
- Where an employer has paid the course fee on behalf of the participant and all parties have signed the training plan, then we will report the participant progress to the employer on a regular basis.

Information collected about an individual learner or intended applicant in Written Agreement and Acceptance of Offer and during the student enrolment, can be provided by Bentley College, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2012, Bentley College is required to collect personal information about any individual learner or intended applicant and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Learner's personal information (including the personal information contained in Written Agreement and Acceptance of Offer and during the course of their study), may be used or disclosed by Bentley College for statistical, administrative, regulatory and research purposes. Bentley College may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys and data linkage.
- Pre-populating RTO student enrolment forms.
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

## Harassment

Bentley College is committed to providing a safe, healthy and family and community focused working environment for all employees, contractors and visitors. Bentley College will not tolerate any form of harassment within the organisation under any circumstance. Bentley College will investigate any allegation in a fair, confidential and timely manner and take necessary disciplinary action against any employee found to be breaching this policy.



Harassment is offensive, belittling or threatening behaviour directed at an individual or group. Harassment is behaviour that is unwelcome, unsolicited, usually unreciprocated and usually (but not always) repeated. Harassment is often focused on sex, cultural or racial background or disability of the individual or group.

For harassment to occur there does not have to be an intention to offend or harass. Individual incidents may seem too trivial to warrant attention, or the person subjected to harassment may seem unaffected. Where the behaviour continues over a period and it is not addressed, however, such behaviour can undermine the standard of conduct.

Examples of harassing behaviour include:

- Offensive physical contact, derogatory language or intimidating actions,
- Insulting or threatening gestures or language (overt or implied) or continual or unwarranted shouting,
- Openly displaying pictures, posters, graffiti or written materials which might be offensive to some,
- Phone calls or messages on electronic mail or computer networks which are threatening, abusive or offensive to students/staff, or
- Sexual harassment, which can consist of any or all the following:
  - Unwelcome comments about a person's sex life or physical appearance,
  - Suggestive behaviour such as leering or ogling,
  - Unnecessary familiarity such as deliberately brushing up against a person,
  - Sexual jokes, offensive telephone calls, photographs, reading matter or objects,
  - Sexual propositions or continual requests for dates,
  - Physical contact such as touching or fondling, or
  - Indecent assault or rape (which is a criminal offence).

It is the responsibility of each person to recognise and respect the boundaries set by others. It is important to talk to a trainer or other appropriate person if you feel you are being harassed.

## Access and Equity

Bentley College is committed to ensuring its training and courses are responsive to the diverse needs of all clients. Bentley College will comply with the principles of access and equity and aims to ensure that no course participant or potential participant should be disadvantaged or discriminated against based on race, sex, age, pregnancy, religion, marital status, sexuality, or physical or intellectual impairment.

## Occupational Health and Safety

Under the Victorian Occupational Health and Safety Act 2004 Bentley College exercises its duty of care towards students, to achieve a healthy, low risk and quality-working environment. To meet this responsibility Bentley College will:

- Comply with all relevant legislation and statutory requirements, codes of practice and industry standards and make adequate provision of resources to meet these requirements.
- Promote health, safety, and environmental and quality awareness in the development of standard work practices.

Information on the Victorian Occupational Health and Safety Act 2004 can be found at <https://www.worksafe.vic.gov.au/occupational-health-and-safety-act-and-regulations>.



## Plagiarism

Plagiarism is considered one of the most serious breaches of academic honesty and will result in serious penalties. Plagiarism is the use of another person's thoughts and/or intellectual property without appropriate acknowledgment or reference. Plagiarism includes:

- Submitting, as one's own, an assessment that another person has completed.
- Using information, text, artwork, graphics or other material from any source including the Internet and presenting it as one's own without acknowledgment.
- Quoting or paraphrasing material from a source without acknowledgment
- Contributing less, little or nothing to a group assessment and then claiming an equal contribution and share of the outcome.

Please discuss any concerns with your trainer/assessor or manager.

## RPL and Credit Transfer

**Credit transfer** is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer, but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

**Recognition of Prior Learning (RPL)** is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised. You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the **Fees and Refunds** section of this handbook. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and issue your CoE for the reduced duration of the course.

## What can I expect during training and assessment?

Vocational training and assessment is all about practical and competency-based learning and assessment that is relevant to industry and our modern world.

You will learn in the classroom and/or the practical work environment where the industry conditions are simulated to prepare you for your chosen field. You are required to undertake a range of assessment activities dependent on the course you are undertaking. Your assessment tasks will either be marked as Satisfactory or Not Satisfactory and achievement of a Satisfactory result for all assessment tasks within a unit of competency results in a mark of Competent for that unit. Once you have received a mark of Competent for all units that make up the qualification— you will be eligible to be awarded your qualification.

### Re-assessment arrangements

Arrangements for reassessment will be arranged with you directly with your trainer/assessor if, and as, necessary. You are entitled to two attempts at each assessment task and if you exhaust both attempts, then you will be required to pay an additional cost for re-assessment or re-enrolment, depending on your case.

We can't guarantee that you will be awarded your qualification as this is dependent on you and the work you put into your course. We will provide you with all the necessary facilities, equipment, trainers and support to complete the qualification – but the outcome of it depends on you. We also can't guarantee that you will find work in your chosen field, as this depends on factors beyond our control – but what we can guarantee is that we will provide you with consistent training and an industry-relevant course with the support and guidance from a fantastic team of dedicated trainers who care about your



individual progress. Each student matters to us – and your positive outcome and successes are successes of our college community also.

## Living and studying in Australia

### Study in Australia

Did you know Australia has the third highest number of international students in the world behind only the United Kingdom and the United States despite having a population of only 23 million? This isn't surprising when you consider Australia has seven of the top 100 universities in the world! In fact, with over 22,000 courses across 1,100 institutions, Australia sits above the likes of Germany, the Netherlands and Japan.

These are strong academic credentials, but our institutions are just as highly rated as the cities that house them around the country. Australia has five of the 30 best cities in the world for students based on student mix, affordability, quality of life, and employer activity – all important elements for students when choosing the best study destination. And with more than A\$200 million provided by the Australian Government each year in international scholarships, we're making it easier for you to come and experience the difference an Australian education can make to your future career opportunities.

Do you have a specific study area of interest? There is every chance Australia has you covered, with at least one Australian university in the top 50 worldwide across the study areas of Natural Sciences & Mathematics, Life & Agricultural Sciences, Clinical Medicine & Pharmacy, and Physics.

Given this impressive education pedigree, it's not surprising there are now more than 2.5 million former international students who have gone on to make a difference after studying in Australia. Some of these students are among the world's finest minds. In fact, Australia has produced 15 Nobel prize laureates and every day over 1 billion people around the world rely on Australian discoveries and innovations – including penicillin, IVF, ultrasound, Wi-Fi, the Bionic Ear, cervical cancer vaccine and Black Box Flight Recorders – to make their lives, and the lives of others, better.

Australia is recognised as a great place to live - but did you know Australia also offers a world class education? The Australian education system has produced scientists, designers, educators, entrepreneurs, artists and humanitarians who have changed the world, winning awards from Oscars to Nobel prizes. Their global achievements include the "black box" now on every airplane, the Earth hour initiative, and the invention of Wi-Fi. Australia is proud of the individuals who have studied and worked in Australia (whether they were born here or another country) and gone on to achieve great things and contribute to making the world a better place.

### Global Recognition

By studying in Australia, you will receive a qualification that's recognised and sought after around the world. The Australian Qualifications Framework (AQF) allows students to easily move through the education system here and provides an easy way for countries around the world to recognise your qualification and issue the comparable qualifications for local use.



## Quality Assurance

For over 20 years Australia has led the world in putting in place systems and processes to ensure that international students receive the high-quality education they expect. These measures include:

- The Education Services for Overseas Students (ESOS) Act 2000, which sets out the legal framework governing delivery of education to overseas students studying in Australia on a student visa.
- The Tuition Protection Service, which helps you find an alternative course or refund your unspent tuition fees in the rare case that your institution (education provider) can't continue to offer your course.
- The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
- Ombudsman organisations that can investigate complaints about problems that international students have with their institutions. You can find out more about these organisations on the Support Services page in the Australian Education section of this website.

## International students rate Australia

The Australian Government, in collaboration with peak education bodies and state/territory government education departments, conducted a survey of current international students to obtain information about their living and learning experience in Australia. The key findings of the survey included:

- 89% of international student respondents are 'satisfied' or 'very satisfied' with their overall experience in Australia.
- 89% of international student respondents are 'satisfied' or 'very satisfied' with their study experience in Australia.
- 90% of international student respondents are 'satisfied' or 'very satisfied' with living in Australia.

## Your learning environment

By choosing to study in Australia, you will join hundreds of thousands of students from Australian and all over the world - including many from your home country - who are discovering new friends and opportunities in this beautiful country. You will work closely with classmates, researchers, instructors, and other faculty - collaboration is a key part of our students' successes. And in many cases, you can gain practical and hands-on training in the industry in which you are studying. This combination of teamwork, shared learning, and industry focus will provide you with a leading edge for your further studies and career.

## Why Australia

Australia is ideal for international students, with high-quality education, a welcoming culture, vibrant student cities and beautiful natural surroundings. Australia offers some of the best universities in the world, a great student experience and qualifications valued by employers around the world. For many years, Australian universities have ranked among the best in the world for quality education, student satisfaction and overall global reputation.

Graduates of Australian courses are in demand. Employers in Australia and worldwide know that Australian qualifications are current, industry-relevant and of a world-class standard. Among Australia's international alumni are leading scientists, designers, educators, entrepreneurs, artists and



humanitarians. Some have become world leaders in groundbreaking research and development and have helped to change the world for the better.

The work of researchers at Australian institutions has benefited millions worldwide, from the discovery of penicillin to the development of the cervical cancer vaccine, Wi-Fi, the Cochlear implant, and so many more life-changing innovations.

In Australia, there is a system of quality control and government accreditation to ensure you have the best study experience. This system has been specially designed for international students.

- The [Australian Qualifications Framework](#) (AQF) regulates courses delivered by Australian education and training providers. It also enables different countries to recognise your qualification and issue a comparable qualification.
- Every course offered to international students by an Australian higher education provider, vocational education and training provider, Foundation college, ELICOS provider or school must meet the Australian Government's strict quality standards.
- All higher education providers in Australia must complete a demanding accreditation process to deliver the highest standard of teaching and learning. They must also go through regular, formal reviews to ensure they meet these standards.
- Australia also has a set of laws to protect our international students' rights' called [The Education Services for Overseas Students Act 2000 \(ESOS Act\)](#).
- Special laws in Australia protect the rights of international students. These are covered in the [Education Services for Overseas Students Act 2000](#) (ESOS Act). The ESOS Act helps to ensure international students in Australia receive a high-quality education in a safe and fair environment.
- Australian education providers at all levels have dedicated staff members who look after your welfare and well-being as an international student.
- These dedicated staff, often called 'international student advisers', are available to help answer any questions you have as an international student. Many cities and towns also have dedicated international student hubs and centres.

For further details, please refer to: <https://www.studyaustralia.gov.au/>

## Live in Australia

While shared to some extent by many other countries, values and principles have been adapted to Australia's unique setting, shaped and modernised through the settlement in Australia of millions of people from all over the world. Although they may be expressed differently by different people, their meaning remains the same. Australia's first inhabitants were the Aboriginal and Torres Strait Islander peoples, whose unique culture and traditions are among the oldest in the world.

The first migrants were mostly from Britain and Ireland and this Anglo-Celtic heritage has been a significant and continuing influence on Australia's history, culture and political traditions. Subsequent immigration waves have brought people from Africa, Asia, the Americas and Europe, all of whom have made their own unique contributions to Australia and its way of life.

In Australia, people have many freedoms. However, in taking advantage of these freedoms, everyone is required to obey Australia's laws, which have been put in place by democratically elected governments to maintain an orderly, free and safe society.



## **Fundamental freedoms**

All Australians are entitled to a number of fundamental freedoms (within the bounds of the law), including speaking freely and openly, joining associations, holding meetings, worshipping their chosen religions and moving throughout Australia without restrictions.

### **Respect for the equal worth, dignity and freedom of the individual**

All Australians are free and equal and are expected to treat each other with dignity and respect. Australians reject the use of violence, intimidation or humiliation as ways of settling conflict in our society.

Commonwealth laws prohibit discrimination on the basis of race, sex, disability and age in a range of areas of public life under the Racial Discrimination Act 1975, Sex Discrimination Act 1984, Disability Discrimination Act 1992 and the Age Discrimination Act 2004. The Australian Human Rights Commission is responsible for handling complaints under these laws.

### **Freedom of speech**

All Australians are free, within the bounds of the law, to say or write what they think about Australian governments or about any other subject or social issue as long as they do not endanger people, make false allegations or obstruct the free speech of others.

The same applies to Australian newspapers, radio and television and other forms of media. Australians are free to protest the actions of government and to campaign to change laws. Freedom of speech allows people to express themselves and to discuss ideas. There are laws that protect an individual's good name against false information or lies. There are also laws against inciting hatred against others because of their culture, ethnicity or background.

### **Freedom of religion and secular government**

All Australians are free to follow any religion they choose, so long as its practices do not break any Australian law. Australians are also free to not follow a religion. Religious intolerance is not acceptable in Australian society. Australia has a secular government – it does not have any official or state religion. Governments treat all citizens as equal regardless of religion.

Religious laws have no legal status in Australia and only those laws enacted by parliament apply, for example, in divorce matters. Some religious or cultural practices, such as bigamy (being married to more than one person at the same time) are against the law in Australia.

### **Support for parliamentary democracy and the rule of law**

Australia is a parliamentary democracy, which means that Australian citizens participate in how the country is governed and how Australian society is represented. Governments are accountable to all Australians. Elected parliaments are the only bodies able to make laws in Australia or delegate the authority to make laws. Everyone in Australia must obey laws established by governments. Equally, all Australians are protected by the rule of law. This means that no-one is exempt from or 'above the law', even people who hold positions of power, like politicians or the police.

### **Equality under the law**

All Australians are equal under the law. This means that nobody should be treated differently from anybody else because of their race, ethnicity or country of origin; because of their age, gender, marital status or disability; or because of their political or religious beliefs. Government agencies and independent courts must treat everyone fairly. Being treated equally means that getting a job or being promoted must be on the basis of a person's skills, ability and experience, not their cultural background or political beliefs. It also means that people cannot be refused service in a shop or hotel or other service facility because of their race, colour, religion, gender or marital status.





## **Equality of men and women**

Men and women have equal rights in Australia. Jobs and professions are open equally to women and men. Men and women can serve in the military and both can also hold positions in government.

## **Equality of opportunity and a spirit of egalitarianism**

Australians value equality of opportunity and what is often called a 'fair go'. This means that what someone achieves in life should be a product of their talents, work and effort rather than their birth or favouritism.

Australians have a spirit of egalitarianism that embraces mutual respect, tolerance and fair play. This does not mean that everyone is the same or that everybody has equal wealth or property. The aim is to ensure there are no formal class distinctions in Australian society.

## **Peacefulness**

Australians are proud of their peaceful society. They believe that change should occur by discussion, peaceful persuasion and the democratic process. They reject violence as a way of changing peoples' minds or the law. In addition to these values, Australians also pursue the public-good and have compassion for those in need. There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live.

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

There is also a strong tradition of community service and volunteering. The values outlined above have been promoted and discussed by Australians over many years. They have helped Australia to welcome and integrate successfully millions of people from many ethnic groups and cultural traditions. Australia's cultural diversity is a strength which makes for a dynamic society. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs. But at the same time, all Australians are asked to make an overriding commitment to Australia – its laws, its values and its people.

## **Shared values**

Although Australia's migrants have come from many different cultural and religious backgrounds, they have successfully settled in Australia and integrated into the broader community. Australia, in turn, has been enriched by the contributions they have made socially, culturally and economically. An important feature of Australian society today is not only the cultural diversity of its people, but the extent to which they are united by an overriding and unifying commitment to Australia.

Australians put aside their individual differences in the interests of living together as neighbours. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs and to participate freely in Australia's national life. At the same time, everyone is expected to uphold the principles and shared values, as outlined in the introduction, that support Australia's way of life.

## **Australian society today**

One of the defining features of Australian society today is the cultural diversity of its people and the extent to which they are united by an overriding and unifying commitment to Australia. Another defining feature is the egalitarian nature of Australian society. This does not mean that everyone is the same or that everybody has equal wealth or property. It also means that with hard work and commitment, people without high-level connections or influential patrons can succeed.

Within the framework of Australia's laws, all Australians are able to express their culture and beliefs and to participate freely in Australia's national life. Australia holds firmly to the belief that no-one



should be disadvantaged on the basis of their country of birth, cultural heritage, language, gender or religious belief. In order to maintain a stable, peaceful and prosperous community, Australians of all backgrounds are expected to uphold the shared principles and values that underpin Australian society.

## Laws and social customs

Community behaviour in Australia is governed by a combination of formal laws and informal social customs. All people in Australia must obey the nation's laws or face the possibility of criminal and civil prosecution. People are also expected to generally observe Australian social customs, habits and practices even though they are not normally legally binding. Australian laws are made by the Australian Commonwealth, state and territory parliaments. The police have the job of keeping peace and order in the community and to bring people they believe have broken the law before courts of law.

People in their local communities and neighbourhoods also help each other in the event of trouble and report anything unusual or suspicious to the local police station. Australia has a national police force called the Australian Federal Police, which investigates crimes against federal laws including drug trafficking, illegal immigration, crimes against national security and crimes against the environment.

All states of Australia and the Northern Territory have their own police forces, which deal with crimes under state or territory laws. Policing in the Australian Capital Territory is undertaken by the Australian Federal Police. Although police officers may arrest people and give evidence in court, they do not make the final decision on whether or not people are guilty of crimes. This is decided by the courts. Police and the community have good relations in Australia. You can report crimes and seek assistance from the police. If you are questioned by police, remain calm, be polite and cooperative.

## Cost of living

Knowing the average living costs in Australia is an important part of your financial preparation. To get a better idea, check out the Cost of Living Calculator on <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>.

The Cost-of-Living Calculator is designed to help you think about how you spend money and to give you a broad estimate of potential costs in Australia.

Tuition fees for international students vary across cities and programs. Students should also be aware that the cost of studying in Australia will depend on:

- Your education provider
- The [level of study](#) you choose
- Your [study location](#) in Australia

There may be some additional costs for your course, such as learning materials or clothing requirements (e.g. work safety boots or a laboratory coat).

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 show you have the minimum amount of money needed for a student visa. Actual living costs vary throughout Australia and may be much higher than what is needed for the visa. Use the Cost-of-Living Calculator to research the cost of living in Australia.

For more details, please refer to <https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs> for further details on living and education costs.



## Accommodation

Once you have had confirmation of your study location in Australia, you should start looking for student accommodation that suits your needs and budget. There are a variety of accommodation options in Australia to suit every need, preference and budget. This includes short-term accommodation, renting, managed student accommodation, residential colleges, homestay, etc.

It is common for international students to live with other students in order to make living costs more affordable. There are often rental and share house options posted on boards at your education institution or at sharehouse websites such as [Flatmate Finders](#) or [Flatmates.com.au](#).

If you rent a house or apartment, you will need to pay a security deposit or '[bond](#)' (which is usually equivalent to four weeks' rent). You will also need to pay some rent in advance (usually to cover the first four weeks of your tenancy). This money is held by the relevant state government department in every Australian state or territory.

Managed (or 'purpose-built') student accommodation are residences designed and built specifically for students. The options range from private studio apartments to shared rooms with communal areas, activities and facilities.

These residences are usually located close to major education providers or near public transport. Bills such as electricity and internet are generally included in the advertised rental cost, so the cost of living should not change much from month to month.

For a list of accredited managed student accommodation, [visit the NPAS website](#).

Homestay involves living with a local family in their home. This can be a good option for younger students who can enjoy all the comforts of a family home, while getting to spend time with their host family, often with meals and cleaning provided.

Education agents can help to make these arrangements, or you can contact homestay providers directly. Some independent businesses in Australia support homestay arrangements, but you will need to conduct your own research into these services and make your own arrangements. Some examples include:

- [Global Experience](#)
- [Homestay Australia](#)
- [Homestay Network](#)
- [International Homestay Agency](#) (Melbourne only)
- [Student Accommodation Services](#)
- [Study Vision](#)

Here are some factors to take into consideration when finding the right accommodation for you:

- Costs will vary depending on your chosen state, city, and type of accommodation. Use our [cost of living calculator](#) to get an estimate of your expenses and how they vary from state to state.
- Always confirm the total cost and any other expenses you may be required to pay, such as [a bond](#) as well as regular gas, water and electricity bills.
- Consider the distance of your accommodation from your campus and whether it is easily accessible by public transport, such as bus, tram or train.

Your legal obligations include:

- paying for your accommodation on time, and
- cleaning and looking after the property (including garden and pool if you have them).

Your legal rights include:



- feeling secure in your property, and
- that your accommodation is well maintained with working electricity and water.

If you have an issue with your accommodation, try to resolve the problem directly with your real estate agent, landlord or accommodation manager. Find out more in this [Study Australia blog post](#).

If you are unable to resolve the issue directly, there are organisations such as tenants' unions and consumer advocates that can help. Visit the relevant Fair Trading government agency in your state or territory:

- New South Wales: [NSW Fair Trading](#) and [Tenants Advice & Advocacy Services NSW](#)
- Queensland: [Tenants Queensland](#) and [Residential Tenancies Authority](#)
- Victoria: [Tenants Victoria](#) and [Consumer Affairs Victoria](#)
- ACT: [Tenants' Advice Service](#) and [Access Canberra](#)
- Western Australia: [WA Department of Commerce](#) and [Tenancy WA](#)
- Northern Territory: [Tenants' Advice Service](#) and [Consumer Affairs Northern Territory](#)
- South Australia: [Consumer and Business Services \(CBS\)](#) and [Tenants Information and Advisory Service](#)
- Tasmania: [The Tenants' Union of Tasmania](#)

There is always someone who can help. If you need support, ask Student Support Officer at Oscar Institute for advice or visit your nearest study centre run by your [local state or territory government](#).

The Student Accommodation Association (SAA) in Australia promotes quality accommodation provided for the exclusive use of students.

The SAA oversees a National Property Accreditation Scheme (NPAS). When a property has this accreditation, it means it is being operated to a set of industry-led standards for the exclusive use of students with a focus on student safety and wellbeing. [Visit the NPAS website](#) to find out which properties are accredited.

For more information, please visit <https://www.studyaustralia.gov.au/en/life-in-australia/accommodation> and for independent houses/flats/town house/apartments, etc. please visit <https://www.realestate.com.au/> for better knowledge on accommodation rentals.

## Food Options

On top of accommodation costs, there are other expenses to plan for like food and public transport. These costs will depend on your circumstances and lifestyle choices. Melbourne has a great dining scene with plenty of budget options. You can get a filling meal for as little as \$20, although the city's high-end restaurants are more expensive, with meals starting at around \$50.

Cooking your own meals at home can help keep costs low. [Budget Direct](#) found that the average household in Victoria spends \$257 on food each week, but as a student you probably won't need to spend quite that much. In addition to major supermarket chains like [Coles](#), [Aldi](#), and [Woolworths](#), try doing your grocery shopping at local produce markets to save money.

Try using a cost of living calculator such as [this one on Insider Guides](#), or refer to the following table for average costs.

Expense	Average cost per week
Food and eating out	\$140 to \$280



Expense	Average cost per week
Gas and/or electricity	\$10 to \$20
Phone and internet	\$15 to \$30
Public transport	\$30 to \$60
Car (after purchase)	\$150 to \$260
Entertainment	\$80 to \$150

For more details, please refer to <https://costofliving.studyaustralia.gov.au/>

## Transport

Australia has great public transport options including trains, busses, trams, taxis and other ride share options like Uber and Didi. Australia also has many cycling and walking paths, and its affordable domestic flight travel means that you may like to take advantage of your time here by seeing more of the sights. Melbourne is a well-connected city, with a public transport network made up of buses, trains, and trams. To get around, all you'll need is a myki card, the city's reusable public transport ticket (full-time students are eligible for concession prices). For more details, please refer to <https://studymelbourne.vic.gov.au/living-here/transport>.

## Health and safety

Australia is generally a safe country, but you do need to be aware of the risks and be prepared. Make sure you read the information provided at the link on the following topics:

- Emergencies (<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/emergencies>)
- Personal safety (<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/how-to-keep-safe>)
- Safety in Australia (<https://www.studyaustralia.gov.au/en/tools-and-resources/tips-and-advice-for-students/safety-in-australia>)
- Driving and Transport Safety (<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/driving-and-transport>)
- Beach and Sun Safety (<https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia/beach-safety>)

## Working on a student visa

As an international student working in Australia, it is important to understand what your rights are as an employee in the Australian workforce. You can work up to 48 hours every two weeks while studying and unlimited hours during study breaks. Student visa holders granted offshore can start working once their course of study begins. However, different work rights can apply. Check your ImmiAccount to find out your visa conditions. For more details, please refer to <https://www.studyaustralia.gov.au/en/work-in-australia>.

## Overseas Student Health Cover (OHC)

As an international student in Australia, you are required to have Overseas Student Health Cover (OSHC) for the entire duration of your study in Australia. OSHC insurers provide a range of different OSHC plans. The compulsory minimum (basic) OSHC plan will usually cover:



- visits to the doctor (GP)
- some hospital treatments
- ambulance, and
- limited pharmaceuticals (medicines).

OSHC doesn't cover treatments such as dental, optical or physiotherapy. You can purchase Extras OSHC from an OSHC provider if you want cover for these. Another option is to buy private health insurance along with your OSHC to cover items that OSHC does not cover. Benefits and costs vary between funds and insurance policies. You can also purchase travel insurance in addition to your OSHC, which can cover various health treatments.

For more details, please refer to <https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>.

## Living in Melbourne

There are many reasons why Melbourne has been consistently rated one of the world's most liveable cities. In the [2023 Global Liveability Indexexternal link](#) by the Economist Intelligence Unit (EIU), Melbourne is ranked as the 3<sup>rd</sup> most liveable city in the world and the most liveable city in Australia.

The EIU assessed 173 cities based on 5 major categories: stability, healthcare, culture and environment, education and infrastructure. Melbourne achieved a perfect score of 100/100 for education, healthcare and infrastructure, along with impressive ratings for culture and environment (95.8/100) and stability (95/100).

Yet, it is not just our exceptional lifestyle that sets Melbourne apart; it's also the genuine warmth of our local residents. Melbourne is more affordable than many other cities like Hong Kong, Singapore and Sydney. Please visit [Money & tax section](#) to compare the cost of living in Melbourne to other countries with detailed costs on clothing, education, transport, food, entertainment and more

From kindergarten through to university, Melbourne is home to some of the region's best educational institutions. In the latest [QS Best Student Cities 2024external link](#), Melbourne ranked 4<sup>th</sup> in the world. The ranking considers the best places to live and study based on a range of factors including affordability, desirability, and the opinions of current students. Melbourne has 10 world-class universities the state and Melbourne has the only two Australian universities in the [World's 50 top-rankingexternal link](#). Please visit [Education & childcare section](#) to find out more about our world class education.

For more information, please visit:

<https://liveinmelbourne.vic.gov.au/discover/melbourne-victoria/why-melbourne>

## Weather

Melbourne is an excellent place to see the seasons change. In summer, most people head out to visit our golden beaches. In autumn, experience the glorious foliage of the many European-style parks that fringe the CBD. In winter, Melbournians enjoy the warmth of cozy cafes and bars. Spring is a time for renewal a great time to head back into our parks and revel in our beautiful gardens.

## Medical and nursing services near City campus

- [Medical One](#) 23 QV Terrace, 292 Swanston Street, Melbourne
- [Metropolitan Medical Centre](#) Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton
- [Lygon Court Medical](#) Suite 3, Level 1, Lygon Court Shopping Centre, 380 Lygon Street, Carlton



- [The Royal Melbourne Hospital](#) 300 Grattan St, Parkville VIC 3050

## Dental services near City campus

- [Green Apple Dental](#) 49/300 Lonsdale Street, Melbourne 3000
- [Metro Dental](#) Druids House Level, 6/407 Swanston St, Melbourne VIC 3000
- [QV Dental](#) 23 QV Terrace, 292 Swanston Street, Melbourne VIC 3000
- [Royal Dental Hospital \(emergency care only\)](#) 720 Swanston St, Carlton VIC 3053

***For free health advice from a Registered Nurse 24 hours, seven-days-a-week, phone Nurse-on-call on 1300 60 60 24.***

## Accommodation

Students can rent an apartment, flat or house or share a flat or house with other people (an arrangement called “share accommodation”). When making a decision about where to live, students need to balance the cost of higher rents and lower transport costs in the city areas with the lower rents and higher transport costs of living in the suburbs.

## Emergencies

Any student that experiences critical incidents should immediately inform where possible to their trainer or course coordinator. If they are not available, they should contact the Student Admin and if required the emergency number +61 433 549 009. For life-threatening or serious injury **call an ambulance on 000**.

If an ambulance has been called notify the nearest staff member of the situation.

## Course Progress Policy

Bentley College will monitor, records and assesses the course progress of each student for the course in which the student is enrolled. This policy and procedure define the requirements for student satisfactory course progress, the processes for monitoring, recording and assessing the student course progress and the processes for the Bentley College intervention strategies for identifying and assisting students to achieve satisfactory course progress. The procedure sets out the processes for reporting student unsatisfactory course progress on PRISMS according to ESOS Act Section 19.

Bentley College assess student’s progress at the end of each compulsory Term. The Term is usually 10 weeks long for all qualifications on CRICOS scope or else otherwise specified in the individual intake timetable. While every attempt would be made to keep consistency, however number of weeks in the defined term may also factor in the duration and the completion of units of competency, which enable Bentley College to determine student participation and course progress in any given successfully completed term. One Term is considered the minimum length of time in which it is reasonable for the Administration Manager to make an assessment of a student’s course progress.

- ❖ Satisfactory course progress is achieved where a student successfully completes at least 50% of course requirements in a successfully completed Term.
- ❖ Unsatisfactory progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in a successfully completed Term.
- ❖ Course breach is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in TWO consecutive successfully completed Terms or NOT responding to intervention meeting invitation within 10 working days from the receiving the invitation.



Bentley College will also monitor overseas student attendance (but would not report, unless otherwise required) in the process of course progress monitoring and reporting. However overseas students must meet their visa obligations regarding attendance, wherever applicable.

For more details, please refer to “Course Progress Policy and Procedure” available on website [www.bentley.edu.au](http://www.bentley.edu.au)

## Deferment, Suspension and Cancellation Policy

### Procedure - Deferral or Suspension

Students may be able to temporarily defer the commencement of their studies or temporarily suspend their enrolment after commencement where they have a good reason to do so. Bentley College may defer or suspend the enrolment of the student on the grounds of compassionate or compelling circumstances.

These circumstances could include, but are not limited to:

- Serious illness or injury supported by the medical certificate states the student’s inability to attend classes.
- Bereavement of close family members such as spouse, parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies.
- A traumatic experience which could include:
- Involvement in or witnessing of a serious accident.
- Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports);
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

**Please Note:** These are only some of the examples of what may be considered compassionate or compelling circumstances.

The Administration Manager will use their professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, Bentley College will consider documentary evidence provided to support the claim and will keep copies of these documents in the student’s file.

A student applying to defer/suspend his/her enrolment must do so by submitting a written application to the Student Administration. This application to defer must include in detail the ‘compassionate or compelling circumstances’ to support the temporary deferral/suspension of their studies.

The Administration Manager will:

- Review all applications for deferral or suspension and determine if the application for deferral or suspension is to be granted or rejected within 3 working days.
- Ensure the student is informed in writing of the outcome of their application for deferral or suspension. The students must also be informed that the deferment or suspension may affect their student visa and they are advised to contact DHA in relation to the status of their student visa.
- In the case of a student application being rejected the written notification to the student will also be informed of their ability to access the complaints and appeals policy and procedure if they wish to appeal the decision.





- Maintain all documentation related to deferral or suspension application on the student's file.
- Notify DHA via PRISMS of the decision regarding granting deferment or suspending an international student enrolment (It is mandatory to notify DHA if the deferment/suspension duration is more than 14 days). This includes reporting the change to the overseas student enrolment under section 19 of ESOS act.
- Inform the student in writing to seek advice from DHA on the potential impact on his/her student visa.

It is the student's responsibility to collect revised COE from the college for any deferral/suspension made. The student can also use the COE to inform DHA of the revised end date of the course where their Visa requires extension.

Requests for deferment/suspension may be denied for students who are in arrears with the payments or in breach of the Student Code of Conduct.

### **Procedure - Student Initiated Cancellation**

A student may cancel their enrolment where they have decided to discontinue studying with Bentley College. Student must not have any outstanding tuition fee prior applying for cancellation of enrolment, if the course has commenced, student will have to make the payment for the tuition fee for that particular study period.

Students wishing to cancel their enrolment must submit the application in writing to the Student Administration. The Administration Manager will then:

- Maintain all application documentation for the cancellation of enrolment on the students file
- Notify DHA via PRISMS of the decision to cancel the enrolment as a result of the student's request.
- Ensure the student is informed in writing of the outcome of their application for cancellation. This written notification will also inform an international student that the deferment or suspension may affect their student visa and they are advised to contact DHA in relation to the status of their student visa.

Students will be required to refer to their Enrolment Acceptance Agreement and the Refunds Policy and Procedure for details of the refund arrangements in place where an enrolment is cancelled.

### **Procedure - Provider Initiated Deferral**

The CEO may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the CEO deems necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Please refer to Refund Policy and Procedure.

### **Procedure - Provider Initiated Suspension or Cancellation**

Bentley College may suspend or cancel a student enrolment including but not limited to, on the basis of:

- Misbehaviour by student
- Breach of student code of conduct or ethical behaviour
- The student's failure to pay an amount he or she was required to pay to Bentley College to undertake or continue the course as stated in the written agreement.
- Breach of course progress requirements by the overseas student, which must occur in accordance of National Code 2018 Standard 8.

Where Bentley College decides to suspend or cancel the overseas student's enrolment, the Administration Manager, before imposing suspension or cancellation, will inform the student in writing:

- The intention to suspend or cancel the student enrolment and the reason for doing so.



- That the student will have 20 working days to appeal through Bentley College Complaints and Appeals policy and procedure in accordance with National Code Standard 10. The student enrolment will not be cancelled or suspended until after this appeal period has passed.
- Where the student enrolment is to be suspended, the length of the suspension must be included.
- Where the enrolment is to be cancelled the effective date of the cancellation (at least 20 working days from the date of the letter).
- International students must also be informed that Bentley College is obliged to inform DHA via PRISMS after the 20-day period of the suspension or cancellation and this may affect their student visa.
- International students will be advised to contact DHA in relation to the status of their student visa.

The Administration Manager will:

- Maintain all application documentation for the suspension or cancellation of enrolment on the student's file.
- Notify DHA via PRISMS of the decision to suspend or cancel the enrolment as a result of the international student's request only after the appeals period has passed.
- Where an international student decides to access the complaints and appeals policy and procedure within 20 working days, the student must not be reported until the process has finished.

For more details, please refer to "Deferment Suspension or Cancellation Policy and Procedure" available on website [www.bentley.edu.au](http://www.bentley.edu.au)

## RPL/Credit Transfer Policy

### RPL Process

1. The candidate contacts Bentley College and enquires about RPL.
2. Bentley College provides the candidate with information about RPL. If the candidate decides they would like to proceed with RPL, Bentley College must supply them with a copy of the RPL Self-Assessment Tool.
3. The candidate completes the RPL Self-Assessment Tool, identifying units they would like to apply for and evidence they could submit.
4. The candidate sends their RPL Self-Assessment Tool, a copy of their CV and any certified copies of relevant qualifications back to Bentley College.
5. Bentley College reviews the self-assessment checklists to determine if the candidate is suitable to proceed with the RPL process. This will include contacting the candidate to discuss the following:
  - Their work experience and anything of interest in their CV (for example, has the candidate worked in a different number of job roles, have they worked in a number of different workplaces, or the same one, professional development experiences, etc.).
  - The items they ticked/did not tick in their self-assessments.
  - The items listed in their evidence brainstorm (for example, will these add value to their application, or will you see evidence of their work when they complete the assigned tasks?).
  - The third-party person – who is it, how long have they known the candidate in a professional capacity, etc.



6. The assessor makes a decision on the candidate's suitability for RPL. (If the candidate's work experience, skills and knowledge do not accurately reflect the requirements of the qualification or units therein, the candidate should be provided with information about formal training opportunities for this qualification. The candidate can then make a decision as to whether they would like to enrol in the course.
7. The successful candidate receives a copy of the:
  - Written agreement
  - Invoice for RPL assessment
  - RPL Evidence Tool
  - RPL Third Party Tool (assessor must indicate in this document which units are being applied for, if the candidate is not applying for the entire qualification).
8. The assessor contacts the candidate to discuss:
  - How to work through the RPL Evidence Tool
  - Arrangements for workplace observations (where applicable, and in consultation with the candidate's workplace supervisor to ensure that workplace visits are scheduled appropriately, and that the workplace has access to required equipment and resources)
9. The assessor participates in the RPL assessment process, which will include:
  - Visiting the candidate's workplace to observe completion of practical tasks (where applicable)
  - Completing verbal questioning (either over the phone, Skype or other video conference tool, or in person)
  - Being available to provide support and assistance to the candidate as required.
10. The candidate submits their RPL Evidence Tool booklet and their evidence portfolio.
11. The assessor checks the third-party person's ratings, feedback and comments in the RPL Third Party Tool.
12. Where necessary, the assessor contacts the third-party person to discuss anything that requires further clarification.
13. The assessor contacts the candidate's professional referees to discuss the candidate's workplace competency.
14. The assessor contacts the candidate once an outcome has been made – all outcomes are to be summarised in the Assessment Outcome Summary in this document.
15. The assessor forwards all documents to Bentley College's office for record keeping (see below).

### **CT (Credit Transfer)**

1. Applicants for credit transfer must complete the Credit Transfer Application form, attach a copy of a Qualification, Statement of Results (academic transcript) or Statement of Attainment and submit the application to the RTO manager.
2. The RTO Manager must check the qualifications, Statement of Results (academic transcript) or Statement of Attainment, and grant credit transfers for identical units that have been identified as being completed at another Registered Provider.
3. The student and the RTO manager must sign the completed credit transfer record.
4. Granting of credit transfer must be recorded as a unit outcome in the student file/student management system.



5. After credit transfer is granted, a student's course schedule must be reviewed and any reductions in the scheduled attendance and the reasons for the reduction recorded and placed in the student file.
6. If possible, a full-time load for the student should be maintained by adjusting a student's course schedule and duration for completion of the course.
7. Any course duration reduction as a result of Credit Transfer granted to students must be indicated on:
  - Confirmation of Enrolment, if granted prior to the issue of a Visa, or
  - PRISMS, if granted after the issue of a Visa.
8. The following document must be placed in the student file:
  - Verified copies of qualifications
  - Statement of Results (academic transcript)
  - Statements of Attainment
  - Credit Transfer Application form

## **Transfer to another Provider Policy**

Bentley College assesses requests from students for a transfer between Bentley College and other registered providers, prior to the student completing 6 months of his/her principal course of study, in accordance with this policy and procedure.

In line with Standard 7 of the National Code 2018, Bentley College will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the student completing 6 months of their principal course of study, except in limited circumstances as below:

- Releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.
- Releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing his or her course at that registered provider.
- Releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.
- 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.

Note that in the very rare circumstances where the original provider or course has ceased to be registered, or sanctions have been placed by the Australian government or by Federal Regulator, by which student cannot continue his/her course at original provider, Bentley College will not consider 'release' information on PRISMS. Evidence of this occurrence would be placed in the student file.

### **Procedure**

#### **Procedure (Transfer to Bentley College)**

1. Any requests that are received in relation to a student transfer will be directed to RTO Manager who will then assess the applications to transfer education providers and advise the student about the outcome as outlined in the procedure.



2. RTO Manager accesses the student information via documents provided by student at the time of enrolment/application. This is done to determine if the student has completed 6 months of study in their principal course or not.
3. If they have completed more than 6 months of their principal course of study, then the RTO Manager will process the application and will seek the fee pending status from finance department.
4. If the student has NOT completed 6 months of their principal course of study, the relevant information is checked where the previous provider has recorded releasing information on PRISMS.
5. If releasing from the previous provider is required on PRISMS, for students who have not completed 6 months of their principal course of study, Bentley College will not enrol the student.
6. If RTO Manager rejects the application of transfer to Bentley College, student is informed about the decision via email.
7. If student release from the previous provider is provided, then the RTO Manager processes the application in accordance with Bentley College's Admissions Policy and Procedure.

### **Procedure (Transfer from Bentley College)**

1. Students who seek to transfer to another provider prior to completing 6 months of their principal course must make a written request to RTO Manager. The application must be accompanied with a valid 'Letter of Offer' from the new provider authenticating the transfer and the justification on how the new intended course will benefit the student.
2. The following circumstances are outlined below where Bentley College will grant the transfer request in the overseas student's best interests, including but not limited to:
  - Bentley College has cancelled/ceased to offer the course as outlined in the Written Agreement.
  - Government considers the change to be in the student's best interest, if they are a sponsored student (written confirmation from sponsor required).
  - There is evidence that the student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.
  - Student has provided sufficient evidence of compassionate or compelling circumstances.
  - Student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with the intervention strategy in accordance with Standard 8 of National Code 2018 and the Bentley College's Course Progress Policy and Procedure.
  - There is evidence that the student's reasonable expectations about their current course are not being met.
  - An appeal (internal or external) on another matter results in a decision or recommendation to release the student.
  - Exceptional circumstances (documentation required to support circumstances).
3. If the application is found to be genuine and the RTO Manager approves the transfer, the student's enrolment at Bentley College will be cancelled and student release information will



be recorded in PRISMS. The student will also be advised of the need to contact Department of Home Affairs (DHA) and check if their existing visa allows them to study the intended course.

4. The RTO Manager reports the student's termination of studies to the appropriate government agency(s) via PRISMS.
5. The approval of transfer does not guarantee or does not indicate the agreement to provide any refund.
6. Where the transfer is not in the best interest of the student, the request to transfer to another registered provider will be rejected. Reasons for rejection may include but are not limited to:
  - Outstanding debt to Bentley College.
  - New course or location or outcome is not suitable to student situation.
  - Intended Provider is not a CRICOS registered provider.
  - The welfare of the student is compromised.
7. This decision of the appropriateness of the transfer will be made by the RTO Manager and shall be given to the student in writing. The above process should not take more than 7 days once the student has provided the necessary documentation.
8. In an event where the student's application of transferring to another provider is rejected, the student will be informed in writing about student's right to appeal against the decision.
9. Student will have access to Bentley College's Complaints and Appeal processes. Students can appeal against the decision within 20 working days after the outcome is informed to the student.
10. Bentley College will not finalise the student's refusal status in PRISMS until the appeal finds in favour of the registered provider, or student has chosen not to access the complaints and appeals processes within the 20-working day period, or student withdraws from the process.
11. Bentley College will maintain records of all requests from student and the assessment of, and decision regarding, the request for the period of 2 years after student ceases to be an accepted student.

## Refund Policy

### Refund Policy Conditions and Processes

Refund of the fees will only be granted in accordance with the refund policy set out below.

Any student willing to apply for a refund must submit a completed 'Refund Application Form' to Student Administration. The application form can be accessed by:

- Contacting Student Administration
- Accessing Bentley College's website

All refund applications are to be assessed by the Administration Manager and applications processed within Twenty (20) working days of the application and evidence of documentation received. The student will need to supply in writing, the nominated method of reimbursement. Refunds are accompanied by a statement outlining the total refunded amount.

#### Please note:

1. **Refunds applications after course commencement is only in relation to Tuition Fees only. Tuition fees and Material fees are specified in the Enrolment Acceptance Agreement.**
2. **Bentley College is not able to provide any refunds for fees paid to third parties such as Health insurance or fees paid directly to an education agent.**



3. **Where the student breaches Bentley College Policies and Procedures no refund is payable.**
4. **Students cannot apply for a refund where there is default on payment of Tuition and material fees.**
5. **Payment of a refund application cancels a student's enrolment.**

### *Full Refunds*

Bentley College will make a refund of course fees paid in the following circumstances:

1. *Visa refused before commencement date*

In the event that a student's initial visa (prior to landing in Australia) is not granted, a full refund of fees received by the Institute will be issued to the student less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser.

**Please note: Without proof of refusal from the Department of Home Affairs, NO refund will be granted.**

2. *Bentley College does not commence or ceases delivery of a course.*

Bentley College reserves the right to cancel or postpone any courses prior to their scheduled commencement dates, should it be necessary.

If Bentley College does not commence a course on the due date a full refund of tuition fees paid will be made within 10 working days of the specified starting date in accordance with the refund provisions of the ESOS Act. Fees may be transferred to an alternative enrolment where the student agrees.

Where Bentley College is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student.

Where there is an instance of provider default in the above circumstances, Bentley College may arrange for another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to refunding course money. Where the student agrees to this arrangement, Bentley College will not be liable to refund the money owed for the original enrolment.

### **Tuition Protection Service**

In such case of provider default, student tuition fee is protected under TPS (Tuition Protection Service). The Tuition Protection Service is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. For more information on TPS for international student, please visit: <https://tps.gov.au/>

### *Partial Refund*

1. *Student withdraws more than 60 days before course commencement date or within cooling off period.*

If written notice of withdrawal is received more than 60 days prior to the initial course commencement, 75% of the initial pre-paid tuition fee is refundable, less the Application fee and the Administration Fee. Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser. Note the CEO may waive the Administration fee for withdrawals within the 3-day cooling off period.

2. *Student withdraws less than 60 days but more than 28 days before course commencement date*

If written notice of withdrawal is received less than 60 days but more than 28 days prior to the initial course commencement, only course material fee is refundable.



*No Fee Refund*

*3. Student withdraws less 28 days before course commencement date*

If written notice of withdrawal is received less than 28 days prior to the initial course commencement, there would be No refund.

Bentley College will not refund any RPL application fees should the student be deemed as unsuccessful in RPL. Note that the student may lodge an appeal on RPL decision at little or no cost – refer to the complaints and appeal policy.

*Non-tuition-based fees such as materials and/or equipment provided after course commencement will not be refunded under any circumstances.*

In the event that a student cancels their enrolment and requests a refund after the course commencement date, there will only be refund on unused tuition fee for future study period/s. Overseas Students withdrawing from a course of study, will be reported to the Department of Home Affairs.

A Student who withdraws from their studies after the commencement of their course is required to pay the balance of their tuition fee for the current study period before the date of cancellation of their COE.

In the event that the student seeks and is granted approval by Bentley College to transfer to another provider prior to completion of six-month study of the principal course, there will only be refund on unused tuition fee for future study period/s.

In the event that the student's enrolment is cancelled because of misconduct of student with Bentley College' Student Code of Conduct Policy or breach of student visa conditions there is no refund of any monies paid to Bentley College.

In the event that a Student's extension of Visa is not granted; there will only be refund on unused tuition fee for future study period/s. Students are advised not to enrol or re-enrol if they are uncertain if their visa will be extended.

In the event that a Student abandons their course without formally cancelling their enrolment, there will not be any refund. Student will be invoiced for the tuition fees before the date of cancellation of their COE.

*In an event where visa is cancelled due to any action of student, there is no refund.*

*Extenuating Circumstances*

Students may have extenuating circumstances that prevent them from attending scheduled course dates that may include but are not limited to illness, family or personal matters, or other reasons that are out of the ordinary circumstances. Where evidence can be successfully provided to support the student's circumstances, course fees may either be transferred to the next available course where applicable, or a refund of unused course fees will be issued. This decision of assessing the extenuating circumstances rests with the CEO and shall be assessed on a case by case situation.

*Refund Procedure*

All applications for refund must be made in writing using 'Refund Application Form' and must be submitted to RTO Manager for their approval. The refunds will be processed towards the nominated account within 20 working days from the date of application. The amount of refund will be calculated in accordance with the summary of refunds.

It is student's responsibility to provide correct account details. Bentley College will not authorise the transfer of fees to any other student's account. Refunds for students will be completed in the same method by which the fees were originally paid.





## *Payment of Refund*

All refunds for which a student is eligible will be forwarded to the person who paid the fees in his or her home country, unless the student is transferring to another institution in Australia (subject to Visa conditions), in which case any refund may be remitted to that institution.

Written authorisation from that person, or entity, is required before refunds can be made payable to any other party. Students should submit this authorisation with their written request for refund. All Student refunds are made in Australian dollars or the foreign currency equivalent at the time and will be net of any handling fee charged by local representatives used by the Student. Bank Charges on processing refund payments such as Telegraphic Transfer or draft fees to \$40 will be deducted from any refund. Bentley College will provide the student with a statement detailing the calculation of the refund.

## *Appealing Refund decisions*

All students have the right to appeal a refund decision made by Bentley College (Refer Complaints and Appeals Policy and procedure).

## *Summary of Refunds*

<b>Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)</b>	
Initial Visa refused prior to course commencement (with Department of Home Affairs Refusal Letter)	Full refund less Administration Fee
Bentley College is unable to provide the course for which the original enrolment and payment has been made	Full refund of the initial pre-paid fees
Withdrawal prior to agreed start date: Notify the Institute <b>more than 60 days</b> prior the course commencement date or within cooling off period	75% refund of the initial pre-paid fees less Administration Fee
Withdrawal prior to agreed start date: Notify the Institute <b>less than 60 days and greater than 28 days</b> prior the course commencement date	Only course material and/or equipment fee is refundable
Withdrawal prior to agreed start date: Notify the Institute <b>less than 28 days</b> prior the course commencement date	No refund
Visa refused after course commencement (with Department of Home Affairs Refusal Letter)	Refund of unused Tuition Fees for future study period/s
Withdrawal after course commencement (with confirmed extenuating circumstances)	Refund of unused Tuition Fees for future study period/s
Bentley College is unable to continuously provide the commenced course for which the payment has been made	Refund of unused Tuition Fees for future study period/s



## Outline of Default Refund Arrangements (Application Fee is non-refundable under all circumstances)

Withdrawal after course commencement without extenuating circumstances or cancellation of course due to student default.	No Refund
Abandonment of Course / Failure to return after scheduled break. Overseas Students withdrawing from a course of study will be reported to Department of Home Affairs, as required by law.	No refund
Student's extension of Visa is not granted.	No refund
	If entire fees is paid, refund of unused tuition fees less (fess for ongoing term and administration fee)
Visa is cancelled due to any action of student	No refund
RPL assessment	No refund

\*\*\*\*\*Administration fee is calculated as 5% of the amount paid or \$500 whichever is the lesser\*\*\*\*\*

### Late Payment of Fees

Students are required to pay their tuition fees and any outstanding charges on the due date specified. If the student fails to make the payment by the due date, the following will occur:

1. Payment reminder will be sent to student within 7 calendar days after the due date.
2. After 7 days, if student fails to make any payment or obtain a payment plan, student will be issued first warning letter. Student will further have 7 calendar days to make the payment. If the student is on payment plan, then student will be required to pay the whole study period's outstanding balance. A late payment fee of 18% of the total amount owing may be levied.
3. Final warning letter will be sent to student with fee overdue for more than 28 calendar days. If student fails to pay the overdue account within 7 calendar days of final warning letter, the Institute will refer student's case to Institute's debt collection agency.
4. In final warning letter, Bentley College will also inform the student about the intention to report to Department of Home Affairs based on non-payment of fees, which may result in cancellation of student's enrolment and student visa.
5. Student will have 20 working days to make an appeal. For more Information, please refer to Bentley College's Complaint and Appeal policy.
6. The CEO may grant an extension and/or waiver late fees, where extenuating circumstances has been provided by the student.
7. In the case where fee extension request is not approved, the student information is sent to debt collection agency. These details will include:
  - Student name, contact detail and total fee that the student is indebted to RTO.
  - The student will be informed that they may be contacted by the Institute's debt collection agency and if required legal action may be taken against the student, and that all legal matters will be dealt with under the jurisdiction of Victoria.



Students willing to resume study at RTO will have to re-enrol in the course, provided that they have paid the total outstanding fee in full. Where a student continues to have an outstanding fee, the following restrictions may apply:

- Loss of access to enrolment records, examination results and academic transcripts
- The inability to graduate until the outstanding debt is cleared.

### **Maintaining Records of Refunds**

Where a student application for refund is submitted, all records of the refund application and associated actions are maintained in the student file. This includes a remittance advice identifying that refunds have been paid and any correspondence relating to the refund application.

Any information that the client provides Bentley College or that Bentley College collects about the client (including payments and refunds) can be given to authorised State and Commonwealth Agencies such as the Tuition Protection Service. The student must be informed of their right to appeal any decision of this policy in line with Bentley College's Policy and Procedure - Complaints and Appeal policy.

### **Privacy Policy**

Information collected about an individual learner or intended applicant in Written Agreement and Acceptance of Offer and during the student enrolment, can be provided by Bentley College, the Commonwealth including the TPS or state or territory agencies, in certain circumstances, to the Australian Government and designated authorities; in accordance with the Privacy Act 1988. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

Under the Data Provision Requirements 2012, Bentley College is required to collect personal information about any individual learner or intended applicant and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Learner's personal information (including the personal information contained in Written Agreement and Acceptance of Offer and during the course of their study), may be used or disclosed by Bentley College for statistical, administrative, regulatory and research purposes. Bentley College may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populating authenticated VET transcripts.
- Facilitating statistics and research relating to education, including surveys and data linkage.
- Pre-populating RTO student enrolment forms.
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation

For more details, please refer to "Refund Policy and Procedure" available on website [www.bentley.edu.au](http://www.bentley.edu.au)

## **Complaints and Appeal Policy**

Bentley College ensures that students have ready access to a robust and fair complaints and appeals process. These processes are independent, easily and immediately accessible, and inexpensive for the parties involved. This policy establishes the rules under which Bentley College must act in response to a student complaint or appeal against a decision made by Bentley College.



- Bentley College will ensure that students have a clear understanding of the steps involved in the procedure by providing procedural information on the Bentley College website and in the student Written Agreement and by explaining the process on the orientation.
- All students submitting a complaint or appeal must be treated fairly, professionally, transparently and without repercussion for making such a complaint or appeal.
- The processing of a complaint or appeal must be commenced within 10 days of it being received by Bentley College.
- Students should ideally attempt to resolve a complaint informally prior to lodging a formal complaint.
- In all cases where a formal complaint or grievance is made, Bentley College will provide a response to the student.
- In all cases where an outcome has been reached, Bentley College will inform the student (in writing) of the outcome of the appeal that clearly explains the reasons for that outcome. Bentley College will retain copies of all such written communications, outcomes and reasoning.
- All students attending an appeal panel review are entitled to be accompanied by a support person of their choice.
- In situations where a student's internal appeal has been rejected, the student will be informed of the options available to them outside those offered by Bentley College, if they wish to escalate the complaint or appeal beyond the Bentley College processes. Bentley College will inform students of their options for external appeal within 10 working days of making a decision.
- In a situation where an appeal (internal or external) is upheld, Bentley College will immediately action that outcome and advise the student of the outcome and any follow up action.
- Bentley College will ensure corrective action is taken in response to any complaint or appeal to mitigate any reoccurrence that may lead to similar complaints and appeals being lodged in the future.
- Bentley College will collect the data about complaints and appeals and record the data in the Complaint Register.
- This data will include action taken to address the root cause of complaints, the follow-up and the outcome of the complaints/appeals. Evidence of complaints and appeals will be saved in the Complaints and Appeals folder, as well as the minutes of staff meetings at which actions arising from complaints were agreed and other relevant documentation. The folder will be managed by the RTO Manager and placed in a secured place.
- Complaints and appeals may be made in regards with but not limited the following issues:
  - Enrolment process
  - Education agents
  - Campus facilities and resources (including the kitchen resources)
  - Training
  - Staff
  - Academic results
  - Course progress
  - Discrimination, harassment and bullying
  - Fees and refunds



- Other students of Bentley College
- Any other party directly or indirectly related to Bentley College

## Procedure

### Complaints

1. Students are encouraged to raise matters of concern informally with their trainers, Student Services Officers or the RTO Manager via email. All informal complaints will be attended within 10 business days of receipt of the complaint. The communication of any informal complaints will not be kept on the student file, unless requested to do so by the student.
2. If the complaint cannot be resolved informally, the student may lodge a formal complaint using the Complaints and Appeals Form, available on the Bentley College website and the campus reception.
3. The student must send the completed Complaints and Appeals Form to the student administration at [admin@bentley.edu.au](mailto:admin@bentley.edu.au).
4. All complaints will be handled professionally and confidentially. All Bentley College staff members ensure that they comply with the Privacy Policy.
5. The RTO Manager will handle all formal complaints. If the complaint is in respect to the RTO Manager, the CEO will handle the complaint.
6. The complaints assessment process will commence within 10 working days of the Bentley College receipt of the completed Complaints and Appeals Form. The complaint will be resolved fairly and equitably, and at the earliest possible time (no later than 20 working days).
7. The complainant/appellant will be given an opportunity to formally represent his/her case at no cost. The complainant/appellant can be accompanied or assisted by a support person during the meeting.
8. The outcome of the complaint, including the reasons for the outcome will be provided in writing to the student within 5 business days of a decision being made. The student will be advised that they have the rights to appeal.
9. In case the RTO Manager failed to draw a conclusion on a complaint within 45 days, the reason must be sent to student in writing. The student must be updated regularly with the progress of the assessment.
10. Where a complaint cannot be resolved through the internal procedure, Bentley College will give appropriate information to proceed with the Training Ombudsman whose role is to investigate official concerns, complaints and disputes raised by interested parties and stakeholders regarding the actions of a registered education and training provider.
11. If there is any matter arising from a student complaint that is a systemic issue, which requires improvement action, the complaint will be reported to the CEO as part of the continuous improvement process.

### Appeals

1. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by Bentley College.



2. All appeals will be handled with by an Appeal Committee consisting of at least 3 members. The Chair will be appointed by the CEO. The panel will be comprised of:
  - The Administration Manager
  - A trainer representative
  - A welfare counsellor

The panel decision should be unanimous and where there is a disagreement, the case will be escalated to the RTO Manager or the CEO to help resolve the case.

3. All appeals must be lodged by submitting the completed Complaints and Appeals Form to the student administration at [admin@bentley.edu.au](mailto:admin@bentley.edu.au).
4. A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.
5. The appeal assessment must commence within 10 working days of the receipt of the appeal.
6. A maximum time of 45 days from the appeal being lodged in writing will be allowed for the resolution unless all parties agree in writing to extend this time.
7. The RTO Manager will send the outcome of the appeal to student in writing within 5 days from the date of the final decision. The letter will be archived in the student file as well as recorded in the Complaints and Appeals Register.
8. If the student is not satisfied with the appeal outcome, they will be advised in writing about their rights to access external complaints handling and appeal process at with the Ombudsman. The details of the ombudsman will be detailed in the letter. Following are the details of ombudsman:

<b>Organisation:</b>	Overseas Student Ombudsman ( <a href="https://www.ombudsman.gov.au/">https://www.ombudsman.gov.au/</a> )
<b>Contact point:</b>	Online Complaint Form <a href="https://forms.ombudsman.gov.au/prod?entitytype=Approach&amp;layoutcode=ApproachWebForm">https://forms.ombudsman.gov.au/prod?entitytype=Approach&amp;layoutcode=ApproachWebForm</a> Call: 1300 362 072 (within Australia) Outside Australia call +61 2 5117 3600. Postal: GPO Box 442 Canberra ACT 2601.

9. In any circumstances, where Bentley College is informed that the international student has accessed external appeals processes, the college will maintain a student's enrolment until the external appeal process is finalised.
10. There are no further avenues within Bentley College for appeals after an internal appeal has been completed.
11. If the internal or external complaints handling or appeal process results in the decision or recommendation in the favour of the student, Bentley College will immediately implement



the decision or recommendation and take the preventive or corrective action/s required by the decision and advise the student of that action.

## **Attendance Monitoring and Reporting Policy and Procedure (ELICOS)**

### **Purpose**

This policy is in place to monitor and report the attendance of international students studying ELICOS courses at Bentley College. It allows Bentley College as the registered provider to meet its obligations under ESOS National Code 2018.

### **Scope**

This policy applies to all international students who are studying an ELICOS course at Bentley College and all staff with responsibilities for teaching and supporting students enrolled in ELICOS at Bentley College.

### **Policy**

- Bentley College will systematically monitor students' compliance with visa conditions relating to attendance.
- Bentley College will be proactive in notifying and counselling students who are at risk of failing to meet attendance requirements.
- Bentley College will report on students (under *section 19 of the Education Services for Overseas Student Act 2000 (ESOS)*) who have breached attendance requirements.
- Bentley College must record the attendance of each ELICOS student visa holder students for the scheduled course contact hours which are 20 hours per week; and
- ELICOS students must meet their visa requirements for achieving satisfactory attendance, which at a minimum of 80% of the scheduled course contact hours.

### **Procedure**

ELICOS have one study periods each level. Each level of course is 10 weeks (plus 2 weeks of break). Students' duration of their Confirmation of Enrolment (CoE) varies between 1 week and 12 (10-weeks of study) weeks for each level of General English (GE) and English for Academic Purposes (EAP) course. As such, student individual attendance is recorded and calculated over the period of the enrolment as stated on the CoE.

In the cases that a CoE duration is greater than 5 weeks, the student attendance is monitored over two periods: the first period is for the 5 weeks; the second period is calculated on the remaining part as stated on the total duration of the CoE.

This is exemplified below:

#### Student 1 – CoE of 5 weeks

Attendance is calculated according to timetabled course contact hours over a period of 5 weeks.

#### Student 2 – CoE of 12 weeks

Attendance is calculated according to timetabled course contact hours over two separate periods

Attendance period 1: 5 weeks

Attendance period 2: 5 weeks. Attendance is monitored by CoE.



## Process for assessing satisfactory attendance

Administrative staff review student attendance regularly to identify students who are at risk of not maintaining satisfactory attendance requirements. Regular assessments will be undertaken at intervals which will ensure that the administrative staff will be able to make an accurate assessment of whether the student:

- Is absent for more than 5 consecutive days without approval,
- Is maintaining satisfactory attendance,
- Is at risk of not attending at the required level for the relevant attendance calculation period,
- Has actually fallen below the required attendance level within an attendance calculation period.

## Regular assessment/calculation of attendance

A review of weekly attendance assessment is conducted by Bentley College.

## Process for calculating a student's projected maximum possible attendance and for monitoring attendance

Student attendance data is taken from the rolls and is entered into an excel spreadsheet and the student management system (axcelerate) weekly by the administrative staff. Reports showing a student's projected maximum possible attendance are generated from axcelerate. Students at risk of not satisfying attendance requirements are identified on these reports. The attendance reports show the student number and the projected maximum possible attendance for each student for data entered onto axcelerate from the hard copy rolls at the date of the generation of the report.

## Calculation of Attendance

The projected maximum possible attendance figure for a student is calculated by a formula set within excel spreadsheet. The formula will include the maximum potential timetabled hours for the period for which the attendance is being recorded and monitored.

Attendance is calculated from the start date of the attendance-monitoring period to the end date of the attendance-monitoring period and incorporates the absences from attendance data that has been entered on the class rolls. This data is also entered into individual student records on axcelerate.

The projected maximum possible attendance figure, which is expressed as a percentage, incorporates the actual number of hours absent together with a figure to incorporate the assumption that the student will not be absent for any timetabled class for the remainder of the attendance calculation period.

Every fortnight, ELICOS Academic Manager will check the attendance percentage of all students and monitor the individual attendance of each student. Where an individual student attendance falls into the any of the following categories the associated action shall be taken:

Attendance Status	Classes Missed	Action Taken by Bentley College
When a student has missed 5 or more consecutive days of classes without prior approval	5	The Student Support Officer will immediately contact the student by phone/email to gain an explanation and inform them of the need to attend classes and the effect on their projected attendance if they do not attend. If contact by phone is not successful, the Administration Manager is to be informed and shall attempt to identify the student's current contact details. Where the student is not able to be contacted by phone/email, appropriate 'Warning Letter' is to be sent to their last known address.





		<p>It must be noted that students have been informed via the 'Enrolment Agreement' to notify the Bentley College immediately of changing their address or contact details.</p>
<p>When a student's projected attendance falls below 90%</p>	<p><b>21 hours</b></p>	<p>The student is to be sent a 'Student Attendance 1st Warning Letter' informing them of their projected attendance and the need to ensure they maintain a minimum of 80% attendance for the course duration (total contact hours). This letter is to also contain the consequences of not achieving a projected attendance of 80%. This communication will also indicate the student is required to organise an appointment with the ELICOS Academic Manager to discuss their poor attendance record and any intervention strategies to ensure they stay above 80% for course duration (total scheduled contact hours).</p> <p>If the student does not respond within 5 business days, Student Administration will attempt to contact the student and action the student enrolment status as required.</p>
<p>When a student's projected attendance falls below 80%</p>	<p><b>41 hours</b></p>	<p>The student shall be sent a 'Student Attendance Breach Recorded Letter' letter indicating the student has breached the attendance requirements. This letter will also identify the student is going to be reported to the appropriate government agency(s) for unsatisfactory attendance of their course of study. They will also be informed of their ability to access the 'Complaints and Appeals Policy and Procedure' and that they have 20 business days to access this process.</p> <p>If the student does not access the complaints and appeals process within 20 business days, the student's enrolment status is to be updated on PRISMS. The student is also to be sent a 'Student Attendance Breach Reported Letter' notifying the student of the action taken.</p>
<p>Reporting 'Breach of Student Attendance'</p>		<p>As identified above, when a student's attendance falls below 80%, and has no supporting reasons, the student must be reported to the appropriate government agency(s) via PRISMS for a breach of their Visa condition.</p> <p>This process of reporting breaches into PRISMS is the responsibility of the Administration Manager who will monitor the recorded breach and report the breach as required. A copy of all letters, details of phone calls made, and reports are to be maintained in the individual student file.</p>

Bentley College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and:

- The overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply; OR
- The overseas student is maintaining satisfactory course progress



A student may present at a Complaints and Appeals hearing a medical certificate or other suitable documentation as evidence of a compelling or compassionate circumstance which may have prevented the student from maintaining the 80% attendance requirement.

***\*\*Practice will be to consider public holidays as attended classes.***

### **Procedure to outline how a student is contacted and counselled when absent for more than 5 consecutive days without approval:**

- (i) Administrative Staff conduct a manual check of every class roll once per teaching week. Those students who have been absent more than 5 consecutive days are identified.
- (ii) Academic staff members are required to also check their students' attendance every day. They will email the ELICOS Academic Manager with the details of any who have missed 5 or more consecutive days.
- (iii) A list of students in items (i) and (ii) is created manually by the administrative staff.
- (iv) An attempt to contact each student is made via telephone.
- (v) Contact is also made both via email and via SMS to the students' email account and registered mobile accounts respectively.
- (vi) This contact is used to understand the students' reasons for continued absences, to decide if they might be experiencing transition issues, need welfare counselling or are encountering any issues otherwise relating to their personal or academic welfare.
- (vii) If the above in item (vi) is the case, the students are immediately offered an appointment for academic and/or welfare counselling (intervention).
- (viii) For those who do not appear to have such issues, a reminder is given of the importance of attendance in their ELICOS program. They are also reminded of the importance of adhering to the stipulations required on the holders of an International Student visa in Australia, in that attendance is compulsory (as per standard 8 of the ESOS National Code 2018).
- (ix) For those students for whom contact is unsuccessful, attempts are made to contact and counsel them through Bentley College Marketing or Admissions Department staff in coordination with the students' migration/education agent.
- (x) A full log of all successful or unsuccessful attempts to contact the students is kept on accelerate.

### **Reporting breach of student attendance**

Students are advised during Orientation of their obligations to maintain at least 80% of the attendance throughout their course. The attendance reports will identify when students are at risk of not meeting attendance requirements. Students are also informed as to how they can make an appointment to seek advice or counselling about Student Visa attendance requirements.

ELICOS students who fall below the minimum of 80% attendance and have no supporting reasons shall be reported via PRISMS to the appropriate government agency(s) for a breach of their Visa condition. This process of reporting breaches of Attendance requirements into PRISMS is the responsibility of the Administration Manager who monitors the attendance records weekly. All warning letters, breach recorded letter, and breach reported letter are to be maintained on the student's file.

Students will have 20 business days from the date the 'Breach Recorded' letter is processed, to appeal the decision via Complaints and Appeal Form or by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to internally or externally, then they shall be reported as indicated. It is the responsibility of the Administration Manager to report the student's breach within 5 business days of the student's appeal period expiring.

Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from attending classes, the supporting evidence must be maintained on the student's file and the attendance records adjusted accordingly. (i.e. the attendance records will be adjusted for



the period that the student is able to provide a valid reason for non-attendance and the student's projected attendance will account for the time period that has been deemed approved non-attendance.)

Where a student is able to provide evidence that the attendance records are incorrect, they will also be adjusted accordingly, and action taken to prevent such errors re-occurring. The student's projected attendance will be adjusted and re-calculated so that it can be determined whether any further action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised projected attendance, along with any letters corresponding to their projected attendance rate.

Where a student's appeal is not successful, they will be notified in writing of the outcome and informed that the breach of attendance requirements will be reported. A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal are to be maintained in the individual student file.

Bentley College will report unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The Internal and External complaints processes have been completed, and the decision/outcome is against the overseas student, OR
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, OR
- The overseas student has chosen not to access the external complaints (after unsuccessful outcome of internal complaint) and appeals process, OR
- The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

#### **Absence - Medical certificates/other acceptable documentation**

Medical certificates or other documentation may be considered acceptable during a Complaints and Appeals Committee Hearing to substantiate compelling or compassionate circumstances which may have prevented a student from maintaining the 80% attendance requirement.

#### **Public holidays**

Practice will be to consider public holiday absences as attended classes.

## **Student Course Progress Monitoring Policy and Procedure (ELICOS)**

#### **Purpose**

This policy is in place to ensure that staff and students are aware of their responsibilities concerning course progress and completion within expected course duration. Bentley College monitors student's course progress to identify, intervene and offer appropriate student support services to those at risk of not meeting satisfactory course progress in their respected study enrolment, as per requirements of *ESOS National Code 2018 Standard 8* and *ELICOS Standards 2018 C1.1, P3.1, P4.1 and P4.2*.

#### **Scope**

This policy applies to all ELICOS (General English and English for Academic Purposes) students and staff involved in the promotion, recruitment, admissions, teaching, student support services and the management or administration of the ELICOS courses.



## Policy

This policy defines the requirements for students to achieve the learning outcomes of the ELICOS course(s) they are enrolled and the intervention strategies for those failing to meet such requirements.

Student progress will be monitored through formative and summative assessments, teacher feedback and teacher/student consultations. In order to ensure satisfactory student course progress Bentley College will record and monitor progress for each course level for which the student is enrolled. Assessment are weekly formative activities covering listening, speaking, reading and writing, vocabulary and grammar skills. The tasks are clearly listed in the prescribed syllabus and the individual teachers' daily lesson plan. The overall weekly test marks will be recorded in the Student Progress spreadsheet.

## Procedure

### 1. Results recording

The ELICOS course consists of General English (Elementary, Pre-Intermediate, Intermediate and Upper-Intermediate and Advanced) and English for Academic Purposes (Intermediate, Upper-Intermediate and Advanced). Each level comprises of 10 weeks with 20 contact hours per week without breaks. Students will be assessed through the weekly formative assessment based on different language skills in the GE and EAP courses. There will also be 6 summative assessments from week 3 to week 10. The teachers will record the assessment marks in the student progress spreadsheet on a weekly basis.

The spreadsheet will show in a progressive manner the course progress for each student in each level of the course in which the student is enrolled. The report will also be maintained on Student Management System (Axcelerate).

At the start of each study block, teachers will be provided a results spreadsheet with the assessment tasks and the weightings to record student scores. Teachers will be required to record the results no later than the next day of the assessments. The spreadsheet will be securely kept for the ELICOS Academic Manager/Academic Manager to access any time where needed.

### 2. Regular course progress review

At the beginning of weeks 5 and 10, teachers conduct course progress consultation sessions with students. Students will be provided with the progress report which indicate their observed strengths and weaknesses through class and assessment performance and the areas to focus on. The learning outcomes, assessment rubrics, assessment tasks and students' performance on the tasks will be used as the tools for the consultation sessions.

### 3. Intervention strategy

Students identified as 'at-risk' by their teacher will be reported to the ELICOS Academic Manager/Academic Manager during the weeks before the first consultation sessions, that is, weeks 3-5 (Stage 1) or if they received an overall grade of below 65% or above 65% with any component (skillset – reading, listening, writing or speaking) less than 60% at the end of their 10-week course (Stage 2).

#### Stage 1 at-risk

- 1) Students will be identified as Stage 1 at-risk if they:
  - have difficulty in understand the learning activities
  - have difficulty with their homework
  - fail to do homework on a regular basis
  - fail to engage in the class activities
  - score less than 65% after the first 5 weeks of study
  - score above 65%, but fail to achieve over 60% in one or more skillset/component
- 2) Students identified as Stage 1 at-risk will have the same week 5 course progress consultation session as the other students. On the consultation, Stage 1 at-risk students will complete an Intervention Strategy Plan. The Plan needs to be agreed by student and teacher and approved by the ELICOS Academic Manager/Academic Manager.



- 3) The intervention strategy may include extra-curriculum classes, additional assignments, independent learning resources or identification and referral to student support services such as Student Welfare Counsellor.
- 4) The Stage 1 at-risk student progress will be monitored during the second half of the study block.

#### **Stage 2 at-risk**

- 1) Students will be identified as Stage 2 at-risk if they receive an overall grade of below 65% at the end of their 10-week course or score above 65% but fail to achieve over 60% in one or more skillset.
- 2) Stage 2 at-risk student will be identified by the teachers by the end of week 10.
- 3) Stage 2 at-risk student will have the consultation session with the teacher to review the course progress in week 10 and then be referred to the ELICOS Academic Manager/Academic Manager on the same day.
- 4) The ELICOS Academic Manager/Academic Manager will have the formal meeting with the students to discuss their course progress, pathway, progression implications and course extension. The ELICOS Academic Manager/Academic Manager will then refer the matter to the Administration Manager confirming that the student is required to repeat the level.
- 5) Upon the agreement of the student and approval of the Academic Manager, the case will then be referred Form to Admissions team to process the re-enrolment of the student. A new Letter of Offer and Student Agreement will be issued to the student.

#### **4. Unsatisfactory course progress**

- 1) Student will be considered as making unsatisfactory course progress when:
  - fail to participate in the intervention process
  - fail the same course a subsequent time
- 2) Student will be issued with a Breach letter advising the student of the Institute's intent to report the student to the Department of Home Affairs (DHA) through the PRISMS for unsatisfactory course progress.
- 3) The letter will inform the student that they have access to Complaints and Appeal Policy and Procedure, and they have 20 working days to lodge an appeal should they have objections to the Institute decision of reporting them to DHA.
- 4) To lodge an internal appeal, student must submit the Complaints and Appeal Form within 20 days from the receipt of the Breach letter to the Student Administration for the formal meeting with Academic Manager or delegate and the Student Support Officer.
- 5) The completed Complaints and Appeal Form must be submitted along with the supporting documents if any.
- 6) The Academic Manager will assess the appeal and provide the student with the outcome in writing within 10 working days from the date the appeal is submitted. Student enrolment will be maintained until the appeal process ends.
- 7) If the appeal is withheld, the student will remain enrolled and be given the final attempt for the unit of study in order to show satisfactory progress. The student will be advised of a revised study plan by the Academic Manager. The Academic Manager will advise the Admissions team for the re-enrolment of the student to repeat the level.
- 8) The Admissions Department will issue the student a new Letter of Offer and make the corresponding variation for the CoE (Confirmation of Enrolment) to issue to student. The changes will be recorded in both Axcelerate and PRISMS.
- 9) Students identified as unsatisfactory progress at the second attempt will be issued the Breach letter advising of the college's intent of reporting the student to DHA via PRISMS for unsatisfactory course progress.
- 10) If the appeal is unsuccessful, the student will receive a written notification explaining the grounds of the appeal rejection. In this letter, student will be also notified of their rights of a further avenue of appealing through the Ombudsman.
- 11) Students intending to lodge an external appeal through the Ombudsman within 20 working days of receiving the internal appeal written outcome.



- 12) Students are required to maintain attendance for the enrolment where they have a valid CoE until the appeal outcome is finalised.
- 13) The Ombudsman decision will be the final and no further avenues of external appeal are available.

## Other Useful Information

### ESOS

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the regulation of education and training institutions offering courses to international students in Australia on a student visa. In particular, ESOS provides tuition protection for international students.

For more information, please visit:

<https://www.legislation.gov.au/C2004A00757/latest/text>

### Tuition Protection Service

The Tuition Protection Service (TPS) is a government initiative protecting international students in the event that an education provider is unable to fulfil their obligation to deliver the agreed course of study. The TPS ensures that international students are able to complete their study in another course or with another education provider or that they get a refund of their unspent tuition fees.

For more information, please visit:

<https://www.education.gov.au/tps>

### Unique Student Identifier

The Unique Student Identifier (USI) ensures that you have access to all your training records online at any time. It makes life easier for you and your employer. If you are a continuing student in Vocational Education, Bentley College needs your USI number before issuing qualification or if you are new student, you can create your USI or, Bentley College can apply for your USI on your behalf.

For more information, please visit:

<https://www.usi.gov.au/students>

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