



**STUDENT HANDBOOK**  
**2024**

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## 1. Welcome to ELC Career College

We are pleased to welcome you to ELC, an international college that has been providing quality education since 1985 to students from every part of the globe. ELC has gained a reputation for being a reputable college that cares about the total learning and life experience of our students. We are committed to ensuring you receive the tuition and services that you need to excel in your course and to thrive in Australia.

You have decided to embark on a journey to a successful career that starts here at ELC. We understand the importance of providing quality education, industry standard facilities and outstanding support services. Through a combination of theory and practical experience, our courses will equip you with the skills required to compete in a global market.

Our students' success comes from integrating three elements into the delivery and assessment program for all vocational courses:

1. Skills acquisition
2. Industry experienced trainers
3. Industry networking

So that your career pathway ensures a successful study, work and life balance, ELC provides students with an outstanding social and welfare program, offering free (or economical) social activities that cater to a wide range of interests. This social time spent together with classmates may set you up with friends and associates for life.

This handbook aims to provide essential information about your time at ELC, from induction to graduation, to ensure that you graduate as job-ready and have a positive life experience in Australia.

Please note ELC reserves the right to make changes to any information in this handbook without notice. Students are advised that it is their responsibility to check the website for the latest version of the handbook before acting on any information.

Enjoy your new career and life journey!

The ELC Team

## 1.1 ELC College College Details

**College Address:** 495 Kent Street, Sydney NSW 2000 Australia

**Phone:** +61 (0)2 9267 5688

**Email:** [info@elc.edu.au](mailto:info@elc.edu.au)

**Website:** [elc.edu.au/vocational](http://elc.edu.au/vocational)

**CRICOS Provider Number:** 00051M

**RTO ID:** 91721

## 1.2 Staff Contact Details

The following staff will provide you with support and assistance during your studies at ELC. Appointments are required to see some staff. Please see reception or email [info@elc.edu.au](mailto:info@elc.edu.au) to make an appointment.

Department	Staff	Contact by email	See in person
Academic General questions about your classes and course	Your course trainer		
Academic counselling Course progress & assessment	Mashrur	<a href="mailto:mashrur@elc.edu.au">mashrur@elc.edu.au</a>	Level 2 office (appointment)
Enrolments Course enrolment enquiries and changes IT support	Ayami	<a href="mailto:enrolments@elc.edu.au">enrolments@elc.edu.au</a>	Available via phone and email only.
Student services General enquiries, attendance, appointments, forms social activities, life in Sydney	Reception	<a href="mailto:admin@elc.edu.au">admin@elc.edu.au</a>	Reception
Accounts Tuition fee payments	Baggi and Tomas	<a href="mailto:accounts2@elc.edu.au">accounts2@elc.edu.au</a>	Level 3 office
Accommodation Book accommodation, get help finding your own	Belen	<a href="mailto:belen@elc.edu.au">belen@elc.edu.au</a>	Level 3 office (appointment)
Welfare Homesickness, anxiety, health, counselling	Sophie	<a href="mailto:sophie@elc.edu.au">sophie@elc.edu.au</a>	Level 2 office (appointment)
Marketing Info about a future course with ELC	Vanessa, Sachi, Cami, Kostya	<a href="mailto:marketing@elc.edu.au">marketing@elc.edu.au</a>	Level 3
RTO Management Complaints and appeals	Tanya	<a href="mailto:tanya@elc.edu.au">tanya@elc.edu.au</a>	Level 2 office (appointment)

## 1.3 Orientation and Registration

The orientation is normally one week prior to course commencement (refer to your Letter of Offer for your orientation date). The orientation day will include the following:

- Completion of required ELC Career College forms
- Welcome session including key ELC staff
- Overview of life in Australia
- Academic and general administrative matters
- ELC Career College policies & requirements
- Student visa conditions overview
- ELC services
- Payment of any outstanding fees
- Unique Student Identifier\*

\* Your USI is a unique student number that links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards in Australia. ALL students studying a vocational course in Australia are required to have a USI. It's free and easy to apply at [usi.gov.au](http://usi.gov.au). Please forward your USI email to: [enrolments@elc.edu.au](mailto:enrolments@elc.edu.au). You should note down your USI and keep it somewhere safe.

## 2. Studying at ELC Career College – Course Information

ELC offers a range of vocational education courses in Business, Leadership and Management, Marketing and Communication and Project and Program Management.

### 2.1 Business Courses

#### BSB30120 Certificate III in Business

**CRICOS Code:** 108567H

**Duration:** 54 weeks delivery (plus holidays)

Module	Unit of Competency	
<b>A Critical thinking</b>	BSBCRT311 Apply critical thinking skills in a team environment	Core
	BSBPEF201 Support personal wellbeing in the workplace	Core
<b>B Customer service</b>	BSBOPS305 Process customer complaints	Elective
	BSBOPS304 Deliver and monitor a service to customers	Elective
<b>C Workplace safety</b>	BSBSUS211 Participate in sustainable work practices	Core
	BSBWHS311 Assist with maintaining workplace safety	Core
<b>D Digital competence</b>	BSBTEC301 Design and produce business documents	Elective
	BSBTEC303 Create electronic presentations	Elective
	BSBTEC302 Design and produce spreadsheets	Elective
<b>E Social competence</b>	BSBWRT311 Write simple documents	Elective
	BSBSTR301 Contribute to continuous improvement	Elective
<b>F Business competence</b>	BSBTWK301 Use inclusive work practices	Core
	BSBXCM301 Engage in workplace communication	Core

#### BSB40120 Certificate IV in Business

**CRICOS Code:** 108568G

**Duration:** 54 weeks delivery (plus holidays)

Module	Unit of Competency	
<b>A Projects &amp; concepts</b>	BSBCRT412 Articulate, present and debate ideas	Elective
	BSBPMPG430 Undertake project work	Elective
<b>B Networking &amp; written communication</b>	BSBTWK401 Build and maintain business relationships	Core
	BSBWRT411 Write complex documents	Core
<b>C Operations &amp; planning</b>	BSBPEF402 Develop personal work priorities	Elective
	BSBOPS402 Coordinate business operational plans	Elective
<b>D Collaborating &amp; presenting</b>	BSBTEC404 Use digital technologies to collaborate in a work environment	Core
	BSBCMM411 Make presentations	Elective
<b>E Critical thinking &amp; communication</b>	BSBCRT411 Apply critical thinking to work practices	Core
	BSBXCM401 Apply communication strategies in the workplace	Core

<b>F Safety &amp; wellbeing</b>	BSBWHS411 Implement and monitor WHS policies, procedures and programs	Core
	BSBPEF401 Manage personal health and wellbeing	Elective

## BSB50120 Diploma of Business

CRICOS Code: 108569F

Duration: 54 weeks delivery (plus holidays)

Module	Unit of Competency	
<b>A Human resources</b>	BSBLDR522 Manage people performance	Elective
	BSBHRM525 Manage recruitment and onboarding	Elective
<b>B Manage budgets &amp; resources</b>	BSBFIN501 Manage budgets and financial plans	Core
	BSBOPS501 Manage business resources	Core
<b>C Business procedures</b>	BSBSUS511 Develop workplace policies and procedures for sustainability	Core
	BSBXCM501 Lead communication in the workplace	Core
<b>D Business operations</b>	BSBOPS502 Manage business operational plans	Elective
	BSBOPS504 Manage business risk	Elective
<b>E Marketing</b>	BSBMKG541 Identify and evaluate marketing opportunities	Elective
	BSBMKG546 Develop social media engagement plans	Elective
<b>F Critical thinking &amp; innovation</b>	BSBCRT511 Develop critical thinking in others	Core
	BSBCRT512 Originate and develop concepts	Elective

## 2.2 Leadership & Management Courses

### BSB40520 Certificate IV in Leadership and Management

CRICOS Code: 103938D

Duration: 27 weeks delivery (plus holidays)

Module	Unit of Competency	
<b>A Workplace relationships &amp; Communications</b>	BSBLDR413 Lead effective workplace relationships	Core
	BSBOPS402 Coordinate business operational plans	Core
	BSBXCM401 Apply communication strategies in the workplace	Core
	BSBSTR401 Promote innovation in team environments	Elective
<b>B Lead individual &amp; team effectiveness</b>	BSBLDR411 Demonstrate leadership in the workplace	Core
	BSBPEF401 Manage personal health and wellbeing	Elective
	BSBLDR414 Lead team effectiveness	Elective
	BSBPEF402 Develop personal work priorities	Elective
<b>C Business operations</b>	BSBSUS411 Implement and monitor environmentally sustainable work practices	Elective
	BSBLDR412 Communicate effectively as a workplace leader	Elective
	BSBXTW401 Lead and facilitate a team	Core
	BSBOPS403 Apply business risk management processes	Elective



## BSB50420 Diploma of Leadership and Management

CRICOS Code: 104121D

Duration: 36 weeks delivery (plus holidays)

Module	Unit of Competency	
A Lead & manage people performance	BSBLDR522 Manage people performance	Elective
	BSBLDR523 Lead and manage effective workplace relationships	Core
	BSBCMM511 Communicate with influence	Core
B Develop critical thinking & use emotional intelligence	BSBTWK502 Manage team effectiveness	Core
	BSBCRT511 Develop critical thinking in others	Core
	BSBPEF502 Develop and use emotional intelligence	Core
C Professional development & innovation	BSBFIN501 Manage budgets and financial plans	Elective
	BSBPEF501 Manage personal and professional development	Elective
	BSBSTR501 Establish innovative work environments	Elective
D Manage business & communication	BSBOPS502 Manage business operational plans	Core
	BSBTWK503 Manage meetings	Elective
	BSBOPS504 Manage business risk	Elective

## BSB60420 Advanced Diploma of Leadership and Management

CRICOS Code: 105980H

Duration: 36 weeks delivery (plus holidays)

Module	Unit of Competency	
A Development & leadership	BSBPMG637 Engage in collaborative alliances	Elective
	BSBLDR602 Provide leadership across the organisation	Core
B Workforce planning	BSBCRT611 Apply critical thinking for complex problem solving	Core
	BSBHRM614 Contribute to strategic workforce planning	Elective
C Innovation & growth	BSBINS601 Manage knowledge and information	Elective
	BSBLDR601 Lead and manage organisational change	Core
	BSBSTR601 Manage innovation and continuous improvement	Core
D Business strategy	BSBSTR602 Develop organisational strategies	Elective
	BSBOPS601 Develop and implement business plans	Core
	BSBMKG623 Develop marketing plans	Elective

## BSB80120 Graduate Diploma of Management (Learning)

CRICOS Code: 112708K

Duration: 36 weeks delivery (plus holidays)

Module	Unit of Competency	
A Performance development	BSBHRM611 Contribute to organisational performance development	Elective
	BSBHRM613 Contribute to the development of learning and development strategies	Core

<b>B</b>	<b>Learning strategies &amp; innovative thinking</b>	TAELED803 Implement improved learning practice	Core
		BSBSTR801 Lead innovative thinking and practice	Elective
<b>C</b>	<b>Strategic transformation</b>	BSBLDR811 Lead strategic transformation	Core
		BSBSTR802 Lead strategic planning processes for an organisation	Elective
<b>D</b>	<b>Financial strategy &amp; collaboration</b>	BSBLDR812 Develop and cultivate collaborative partnerships and relationships	Elective
		BSBFIN801 Lead financial strategy development	Elective

## 2.3 Project & Program Management Courses

### BSB40920 Certificate IV in Project Management Practice

CRICOS Code: 103913B

Duration: 27 weeks delivery (plus holidays)

Module	Unit of Competency		
<b>A</b>	<b>Project planning</b>	BSBCRT411 Apply critical thinking to work practices	Elective
		BSBPMG420 Apply project scope management techniques	Core
		BSBPMG423 Apply project cost management techniques	Elective
<b>B</b>	<b>Project communication</b>	BSBLDR413 Lead effective workplace relationships	Elective
		BSBPMG422 Apply project quality management techniques	Core
		BSBPMG429 Apply project stakeholder engagement techniques	Elective
<b>C</b>	<b>Project management</b>	BSBPMG424 Apply project human resources management approaches	Elective
		BSBPMG421 Apply project time management techniques	Core
		BSBPMG426 Apply project risk management techniques	Elective

### BSB50820 Diploma of Project Management

CRICOS Code: 104098J

Duration: 36 weeks delivery (plus holidays)

Module	Unit of Competency		
<b>A</b>	<b>Fundamentals</b>	BSBPMG540 Manage project integration	Core
		BSBPMG538 Manage project stakeholder engagement	Elective
		BSBPMG530 Manage project scope	Core
<b>B</b>	<b>Teamwork</b>	BSBTWK502 Manage team effectiveness	Elective
		BSBPMG534 Manage project human resources	Core
		BSBPMG535 Manage project information and communication	Core
<b>C</b>	<b>Governance</b>	BSBPMG536 Manage project risk	Core
		BSBPMG539 Manage project governance	Elective
		BSBSTR502 Facilitate continuous improvement	Elective
<b>D</b>	<b>Resources</b>	BSBPMG533 Manage project cost	Core
		BSBPMG531 Manage project time	Core

	BSBPMG532 Manage project quality	Core
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## BSB60720 Advanced Diploma of Program Management

CRICOS Code: 104466A

Duration: 36 weeks delivery (plus holidays)

Module	Unit of Competency	
A Manage the program	BSBCRT611 Apply critical thinking for complex problem solving	Elective
	BSBPMG630 Enable program execution	Core
	BSBPMG632 Manage program risk	Elective
B Engage & lead the program	BSBPMG633 Provide leadership for the program	Elective
	BSBPMG634 Facilitate stakeholder engagement	Core
	BSBPMG637 Engage in collaborative alliances	Elective
C Program governance & change	BSBPMG635 Implement program governance	Core
	BSBLDR601 Lead and manage organisational change	Elective
	ICTICT612 Develop contracts and manage contract performance	Elective
D Develop the program	BSBPMG636 Manage benefits	Core
	BSBSTR601 Manage innovation and continuous improvement	Elective
	PSPMGT006 Develop a business case	Elective

## 2.4 Marketing & Communication Courses

### BSB40820 Certificate IV in Marketing and Communication

CRICOS Code: 111885A

Duration: 36 weeks delivery (plus holidays)

Module	Unit of Competency	
A Marketing & communication	BSBCMM411 Make presentations	Core
	BSBWRT411 Write complex documents	Core
	BSBCRT412 Articulate, present and debate ideas	Core
B Marketing activities	BSBMKG435 Analyse consumer behaviour	Core
	BSBMKG439 Develop and apply knowledge of communications industry	Core
	BSBMKG433 Undertake marketing activities	Core
C Marketing opportunities	BSBMKG440 Apply marketing communication across a convergent industry	Elective
	BSBMKG431 Assess marketing opportunities	Elective
	BSBCRT411 Apply critical thinking to work practices	Elective
D Promotion & e-marketing	BSBMKG434 Promote products and services	Elective
	BSBMKG442 Conduct e-marketing communication	Elective
	BSBTWK401 Build and maintain business relationships	Elective

## BSB50620 Diploma of Marketing and Communication

CRICOS Code: 111886M

Duration: 36 weeks delivery (plus holidays)

Module	Unit of Competency	
<b>A</b> <b>Marketing mix</b>	BSBMKG541 Identify and evaluate marketing opportunities	Core
	BSBMKG543 Plan and interpret market research	Elective
	BSBMKG542 Establish and monitor the marketing mix	Core
<b>B</b> <b>Marketing communication</b>	BSBPMG430 Undertake project work	Core
	BSBMKG555 Write persuasive copy	Core
	BSBMKG552 Design and develop marketing communication plans	Core
<b>C</b> <b>Social media</b>	BSBCRT512 Originate and develop concepts	Elective
	SIRXMKT006 Develop a social media strategy	Elective
	BSBMKG546 Develop social media engagement plans	Elective
<b>D</b> <b>Digital technologies &amp; mass media</b>	BSBSTR501 Establish innovative work environments	Elective
	BSBMKG551 Create multiplatform advertisements for mass media	Elective
	BSBTEC404 Use digital technologies to collaborate in a work environment	Elective

## 10904NAT Diploma of Social Media Marketing

CRICOS Code: 114760A

Duration: 36 weeks delivery (plus holidays)

Module	Unit of Competency	
<b>A</b> <b>Content marketing &amp; personal branding</b>	NAT10904001 Plan, implement and manage content marketing	Core
	NAT10904004 Establish, build and leverage a personal brand on social media	Core
<b>B</b> <b>Marketing opportunities &amp; paid advertising</b>	BSBMKG541 Identify and evaluate marketing opportunities	Elective
	NAT10904003 Plan, manage and optimise paid social media advertising	Core
<b>C</b> <b>Marketing Optimisation &amp; social media</b>	NAT10904002 Plan, conduct and optimise organic social media marketing	Core
	SIRXMKT006 Develop a social media strategy	Core
<b>D</b> <b>Conversion strategies &amp; budgeting</b>	NAT10904005 Plan, implement and manage social media conversion strategies	Core
	BSBMKG555 Write persuasive copy	Elective
	BSBFIN501 Manage budgets and financial plans	Elective

## 3. Course Delivery and Assessment

### 3.1 Course Delivery

Students are required to undertake 20 hours of study per week during study periods comprised of:

- Face-to-face classes – theory and practical
- Integrated e-Learning

ELC Career College courses are structured into modules where units of competence are grouped together to make the delivery and assessment process both rigorous and industry relevant. One module will be completed each term.

### 3.2 Course materials

Students will be provided with soft copy workbooks and access to elearning. Hard copies are available on request and students will be charged a small printing fee for this.

### 3.3 Use of laptops

Students are expected to bring laptops with them to face-to-face classes and free WiFi is provided throughout the college. Computers are available in our study centre for students to use outside their usual class times.

### 3.4 Integrated e-Learning

ELC has integrated e-Learning into the study pathway for all AQF qualifications included on the ELC Career College scope of delivery and CRICOS. To access your e-Learning through Moodle for all courses please go to - [elearning.elc.edu.au](http://elearning.elc.edu.au)

As qualifications come from different training packages and have different theoretical and practical assessment requirements, the percentage of integrated online learning will vary slightly but will not exceed 32.5%.

### 3.5 Assessment Formats and Requirements

Students are assessed in a variety of summative assessment formats described below. The selection of appropriate assessment(s) is guided by the requirements as stated in the Unit of Competency from the relevant training package.

**Practical Exercises/Observations:** These are usually conducted individually, or in some cases as a group, and address a practical element of a unit of competence or clustered units of competence. These usually involve demonstrating a student's practical and technical skills, abilities and knowledge, predominantly in allocated practical rooms.

**Written Tests:** Written tests may be open or closed book tests, including, but not limited to, multiple-choice questions, short answer questions, problem solving exercises and essays.

**Short Quizzes:** Short quizzes are intended to test that students study regularly and that they have a good grasp of the underpinning knowledge covered in the unit of competence. They usually take the form of multiple-choice questions and/or short answer questions.

**Portfolios:** Portfolios usually contain a number of documents, gathered over a period of time, displaying evidence of the student's ability to perform a number of related practical skills or tasks.

**Case Studies/Written Reports/Scenarios:** Case studies and reports vary in length (though they are not usually expected to be the same length as an essay) depending on the nature of the unit of competence. They must adhere to expected academic standards, including footnotes and references, and should demonstrate appropriate levels of research as indicated by literature reviews.

**Presentations/Roleplays:** Group work and presentations demonstrate a student's ability to work and interact with others. They often require roleplay and the ability to demonstrate both leadership and teamwork abilities. They are usually accompanied by a written or visual presentation. They can be of varying length and weighting, often dependent upon the nature of the unit of competence.

### 3.6 Assessment Submission

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

Students will be given the opportunity to resubmit to their assessor individual assessments deemed not satisfactory within that current study period. If a student does not agree with the assessment result they can request an assessment review (see 3.9 below).

### 3.7 Missed Assessment

Students who do not submit an assessment book as per the assessment schedule will be deemed to have missed the assessment which constitutes 'not competent'. In cases where a student has not submitted an assessment, the VET Course Coordinator & Assessor meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress, based on evidence of the following considerations:

- Submission of assessments to date (student submission patterns)
- Attendance record to ascertain level of participation
- Compassionate or compelling circumstances

The outcome will be based on the evidence presented and the results of consultation with the student. Students will be required to pay the published missed assessment fee prior to undergoing the assessment. Students may access the ELC Career College complaint and appeals process if they are not satisfied with the outcome.

### 3.8 Reassessment

At the end of term students who have submitted an assessment book that has been deemed 'not competent' may be eligible for re-assessment providing they have a minimum of 50% attendance and have passed at least 50% of assessments in the module of that current study period.

At that time the student will meet with their assessor to undertake re-assessment. The student will be required to pay the published ELC reassessment fee prior to undergoing the reassessment. See fee schedule at the end of this handbook.

If the student is not satisfied with the outcome of the re-assessment and believes they have grounds to appeal the decision they should follow the process outlined in 5.3.

### 3.9 Assessment Review

A student may request to have an assessment decision reviewed by the course coordinator. They should complete an Assessment Review form available from reception or via [admin@elc.edu.au](mailto:admin@elc.edu.au). If the student is not satisfied with the outcome of the assessment review and believes they have grounds to appeal the decision they should follow the process outlined in 5.3.

### 3.10 Satisfactory Course Progress

ELC monitors, records and assesses the course progress of every student for the course in which they are enrolled. ELC assesses each student's progress at the mid-way and end-point of each 9-week term.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency of the course requirements which includes submission of assessments by due date for each unit of competence.

**Intervention strategies** are in place for any student who is not making satisfactory course progress, which include:

- Advising students on the suitability of the course in which they are enrolled
- Advising students of opportunities for reassessment for tasks in units of competence or modules where they have failed

- Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported on PRISMS to DHA<sup>1</sup> and cancellation of student visa, depending upon the outcome of the appeal process.

At the end of each study period students are assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined above will be initiated and implemented within the first four weeks of the subsequent study period.

A student who is at risk of not meeting satisfactory course progress requirements may be provided with another chance to finalise assessments in re-assessment week. Students must have a minimum of 50% attendance and have passed at least 50% of assessments in the module of that current study period to be eligible for this. All students will be required to pay associated fees as outlined in section 8 of this handbook.

If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined above will be initiated and implemented. If a student is identified as not making satisfactory course progress in a second consecutive study period, ELC will notify the student of ELC's intention to report the student to DHA<sup>2</sup>.

A student who is at risk of not meeting satisfactory course progress requirements may be provided with another chance to finalise assessments in re-assessment week. (See 3.6 above).

Read the Course Progress Policy and Procedure in full [here](#)

### 3.11 Language, Literacy and Numeracy (LLN) Requirements & Support

It is very important that students have a suitable level of English language, literacy and numeracy skills to be able to understand their classes and training materials, to actively participate in classes and to be in a position to meet assessment requirements.

Students must provide evidence of having achieved the pre-requisite English language level at least two weeks prior to commencing their course. This could be in the form of a certificate from an international testing organisation (such as IELTS at 5.5 or higher), a completion certificate from an English language school, or by completing the ELC English language placement test. ELC reserves the right to only accept English certificates from language schools with whom ELC has direct entry agreements. If you have indicated that you will be completing an English course prior to commencing

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<sup>1</sup> Refers to the Department of Home Affairs

<sup>2</sup> Refers to the Department of Home Affairs



your vocational course with ELC, our team will contact you at least four weeks prior to your course start date to check if you are on target to achieve the required English level.

If LLN issues are identified during the course, the student will be offered free support in the form of academic counselling and access to free English support.\*

\*ELC Career College's sister school, English Language Company, (<https://elc.edu.au/english/>) is located in the same building as ELC Career College. ELC Career College students who need to improve their English skills in order to support their VET course, may meet with an experienced English support teacher in the afternoons. This is offered as a free service and may be specifically recommended to students as part of the intervention strategy for students who are at risk of not making satisfactory course progress.

### 3.12 Plagiarism

Every assessment must be the student's own work and it constitutes academic misconduct to present work that is not authentic. Plagiarism is presenting someone else's solution to the assignment, either wholly or partially and claiming it as your own. Attempts to disguise such plagiarism will be detected and penalised. Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism. A plagiarised (copied) assessment will be considered a failed assessment.

Read the Academic and Non-Academic Misconduct Policy and Procedure in full [here](#)

### 3.13 Recognition of Prior Learning (RPL) or Credit Transfer (CT)

ELC offers Recognition of Prior Learning (RPL) or Credit Transfer (CT) to assess an individual's formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a VET qualification. Students may apply for Recognition of Prior Learning or Credit Transfer either before commencement or as soon as their studies commence. For international students, an approved RPL/CT will mean early completion of the qualification and the reduced duration will be reported on PRISMS.

### 3.14 Attendance Policy and Procedure

ELC adopts The Department of Education and Department of Home Affairs rules and regulations in its Course Progress Policy and Procedure. Poor attendance is not reported. However, it is expected that students attend classes in order to ensure they can complete assessments and maintain their academic progress.

If a student cannot attend practical and/or in-class assessments due to illness, misadventure or compassionate circumstances, relevant evidence will be required to include in their student file. Medical Certificates and/or evidence of misadventure do not constitute attendance and will remain as absent on the student management system (aXcelerate) with evidence to account for the absence.

In Week 9 of each teaching period/term, each ELC trainer provides the Course Coordinator with a student attendance report which provides the total student hours per student of face-to-face classes and integrated online learning. At risk students with unsatisfactory progress as a result of non-attendance could have negatively impacted their academic progress and will undergo intervention and/or reporting on PRISMS as outlined in the ELC's Course Progress Policy and Procedure.

Read the Course Progress Policy and Procedure in full [here](#)

### 3.15 Certificates

Students who have successfully completed a course that leads to the award of an AQF qualification, are entitled to receive the following certification documentation on award of the qualification:

- A Testamur, and
- A record of results/transcript

ELC Career College students that have completed only part of an accredited qualification, are entitled to receive the following:

- Statement of Attainment\*

\*ELC provides a Statement of Attainment that acknowledges the completion of units of competence. A Statement of Attainment is issued to students who have completed accredited unit(s) from the Training Package, when this is due to the student terminating their studies prior to completion of the full AQF qualification.

If a student requires a re-issue of an AQF Qualification, Statement of Attainment and/or Transcript issued by ELC they must apply for this in writing to ELC and fees apply.

Read the Issuing Qualifications Policy and Procedures in full [here](#)

## 4. Enrolment Conditions

### 4.1 Changing Classes

Up to one week prior to the term start date, students may request to switch between daytime and evening classes. Students should complete a class change request form, which can be obtained at reception or by email via [enrolments@elc.edu.au](mailto:enrolments@elc.edu.au). There is an administration fee of \$25 to change class.

Up to two weeks after the term has started, change requests will be considered on condition that there is space in the class and the student provides sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session, as the conditions of the student visa to demonstrate satisfactory academic progress is the first priority.

### 4.2 Deferring or Suspending a Course

Under the requirements of the ESOS Act and National Code of Practice for Providers of Education and Training to Overseas Students 2018, international students are not permitted to defer commencement of their studies, or suspend their studies, except:

- on the grounds of illness evidenced by a doctor's certificate
- exceptional compassionate and compelling circumstances
- student misconduct or misbehaviour resulting in a suspension

#### Before a course starts

If a student wishes to request a deferral of the commencement of their course, they or their agent must contact ELC [enrolments@elc.edu.au](mailto:enrolments@elc.edu.au) at least two weeks prior to the course commencement date. Deferral of course commencement after this date will not be considered (except in compassionate or compelling circumstances) and the student will remain liable for fees for the term they had enrolled in.

#### During a course

Once their course has commenced, if a student needs to suspend their studies due to illness or on compelling and compassionate grounds, they must obtain a course suspension request form from reception or via [enrolments@elc.edu.au](mailto:enrolments@elc.edu.au) and provide this with documentary evidence to the enrolments team for consideration.

Deferral, suspension and cancellation may affect a student's visa and ELC must report on PRISMS as required under National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 9, where the enrolment is deferred, temporarily suspended or cancelled. If

a student defers or suspends their studies on any other grounds, ELC must report the student to the Department of Home Affairs via PRISMS, as not complying with visa conditions.

Read the Deferment, Suspension & Cancellation of Study Policy and Procedure in full [here](#)

### 4.3 Terminating a Course (Release/Transfer Policy)

Generally, in compliance with stated conditions in the National Code of Practice for Providers of Education and Training to Overseas Students 2018, international students cannot transfer between registered education providers prior to completing six calendar months (excluding any holidays) of their principal course of study (highest course enrolled in).

A student may transfer to another provider within the first six months of their principal course if:

- ELC has ceased to be registered or the principal course in which a student has been enrolled has ceased to be provided
- ELC has had a sanction imposed on registration by a relevant Federal or State Government authority that prevents ELC students from continuing their principal course
- A government sponsor considers that the transfer is in the best interest of the student
- The student has been given a release from ELC Career College\*

\*A release may be granted by ELC if:

- There are compelling/compassionate circumstances. These are generally circumstances beyond the student's control and which have an impact upon their course progress or wellbeing such as:
  - an extreme health situation (evidenced by a medical certificate)
  - bereavement of an immediate family member (parent, sibling, spouse, child) (evidenced by a death certificate)
  - emergency or traumatic experience (evidence must be provided to support a request for release in this situation)
- There is evidence that the student's reasonable expectations about their course are not being met or that the student was misled by ELC or its education agents and as a result the course is unsuitable to their stated needs and/or study objectives.

A transfer request will not be approved if:

- The student has outstanding course fees
- It is suspected that the student is seeking to transfer in order to avoid being reported for failure to meet academic progress or fee payment requirements.
- A transfer will jeopardise the student's progression through a package of courses

- The circumstances forming the basis of the request were known to the student before accepting an offer from ELC and/or two weeks prior to the commencement of the term
- The student has not fully utilised the full range of support services provided by the college in order to overcome any difficulties outlined in the student's request.
- The transfer does not demonstrate clear educational progression. ELC regards it as in a student's best interests to follow a cohesive path of study and may deny a request where the transfer is to a similar course of study with another provider.
- The transfer is deemed to be detrimental to the student's wellbeing

ELC assumes that students have compared courses, including fees, schedules and pathways before enrolling in their course at ELC. It is also assumed that a student visa has been obtained for the primary purpose of studying. Therefore, a release will not be approved based on: course price, course hours, a work schedule, desire to move to be with friends or family, change in accommodation or a general claim that a transfer will be in the student's best interests.

### **How to request a transfer**

1. Request a transfer request form from reception or via [admin@elc.edu.au](mailto:admin@elc.edu.au) and return to reception or email to [enrolments@elc.edu.au](mailto:enrolments@elc.edu.au)
2. Complete the transfer request form which must include documentary evidence to support the request as required
3. Submit the request form and any documents to reception

All requests will be considered within five working days and the student will be advised of the outcome by email. You may be asked to discuss your request with the RTO Manager during this time. Make sure that you continue to attend classes while your application is being considered.

**Approved:** If a transfer request is approved then you must consider whether a change in enrolment breaches a visa condition. You should refer to the Department of Home Affairs website at: <https://www.border.gov.au/Trav/Stud/More/Changing-courses>.

**Not approved:** If a transfer request is not approved, the student has the right to appeal through ELC's complaint and appeals process within 20 days (see below). The refusal to release will not be recorded on your Confirmation of Enrolment until the appeal process has concluded.

Note that ELC must be advised of the student's intention to terminate their course two weeks prior to the term start date (tuition due date). If a student fails to inform ELC that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

Where a student is granted approval for release to study at another provider prior to completing six months' study of the principal course, no refund will be made in accordance with ELC's refund policy.

\*Students who **have NOT completed six months of their principal course MUST NOT** provide a Confirmation of Enrolment from another provider as evidence. Students who pay tuition fees to another provider in the first six months of their principal course without requesting termination from ELC first, breaches Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Students who have already completed six months of their principal course **MUST** provide a Confirmation of Enrolment from another provider as part of their evidence to transfer to another provider.

Read the Student Release/Transfer Policy and Procedure in full [here](#)

#### 4.4 Extension of Study

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

- Compassionate or compelling circumstances (e.g. illness, where a valid medical certificate states that the student was unable to attend classes)
- Where ELC has not been able to offer a pre-requisite unit of competency
- ELC implementing the intervention strategy for at risk students not meeting satisfactory course progress
- ELC approved deferment or suspension of studies granted under Standard 9 National Code of Practice for Providers of Education and Training to Overseas Students 2018

Students requiring an extension of time to complete their course must make an appointment with the Course Coordinator at reception or via [admin@elc.edu.au](mailto:admin@elc.edu.au)

After the course starts, only one deferral (maximum one term) will be considered. Except in circumstances specified by valid grounds for extension to duration as noted above, the expected duration of study at ELC specified in the student CoE will not exceed the CRICOS registered course duration. For more information, please make an appointment with Student Services.

Where there is a variation in a student's enrolment load which affects the student's expected duration of study in accordance with National Code of Practice for Providers of Education and Training to Overseas Students 2018, ELC records this variation and the reasons on the student file and student management system (aXcelerate). ELC will then report the student via PRISMS and/or issue a new CoE when a student can only account for the variation(s) by extending the expected duration of study.

## 4.5 Holidays

ELC has timetabled suitable holidays for students undertaking vocational courses. Students are not permitted to have additional holidays. ELC closes on all official Federal and NSW Public Holidays.

## 4.6 Special Leave

Students may apply for special leave in compassionate or compelling circumstances. These are generally situations that are beyond the control of the student and which are likely to have an impact upon the student's course progress or wellbeing.

Leave application forms are available from reception or via [admin@elc.edu.au](mailto:admin@elc.edu.au) and *must be completed with supporting documentation attached*. Depending upon the degree of urgency, the leave application will be processed as follows:

- Serious matters will be processed immediately
- Minor matters worthy of approval will be processed within five business days

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

## 4.7 Sickness

Any student who is absent due to medical reasons MUST provide a medical certificate from a registered doctor. Where illness is for an extended period of time, the student must notify ELC as soon as possible. In all cases where a student is absent, with or without approval, or seeks retrospective approval for an absence, ELC records the period as absent and retains a copy of the medical certificate on the student file. Students must keep the original medical certificate(s) to provide to Department of Home Affairs if required.

## 4.8 Payment of Tuition Fees

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

- Students will not be registered/allocated to a class while non-financial
- Student must pay published late fees

Any student who fails to inform ELC of their course cancellation (or any deferral or transfer request) before the term payment due date will be liable for the term fees except in compelling and compassionate circumstances.

### Payment Due Dates - Continuing Students

From January 2021 tuition is due two weeks before the term start date. Late payment of tuition fee instalments may incur a **10% late fee** surcharge on the outstanding balance.

#### 2024 payment dates:

<b>Instalment Due T1</b>	<b>15th January 2024</b>
Term 1 2024	29 January 2024 to 28 March 2024
<b>Instalment Due T1 (midterm)</b>	<b>12th February 2024</b>
Term 1 2024 midterm intake	26 February 2024 to 17 May 2024
<i>Term Break: 01/04/2024 - 19/04/2024</i>	
<b>Instalment Due T2</b>	<b>8th April 2024</b>
Term 2 2024	22 April 2024 to 21 June 2024
<b>Instalment Due T2 (midterm)</b>	<b>6th May 2024</b>
Term 2 2024 midterm intake	20 May 2024 to 9 August 2024
<i>Term Break: 24/06/2024 - 12/07/2024</i>	
<b>Instalment Due T3</b>	<b>1st July 2024</b>
Term 3 2024	15 July 2024 to 13 September 2024
<b>Instalment Due T3 (midterm)</b>	<b>29th July 2024</b>
Term 3 2024 midterm intake	12 August 2024 to 1 November 2024
<i>Term Break: 16/09/2024 - 04/10/2024</i>	
<b>Instalment Due T4</b>	<b>23rd September 2024</b>
Term 4 2024	8 October 2024 to 6 December 2024
<b>Instalment Due T4 (midterm)</b>	<b>21st October 2024</b>
Term 4 2024 midterm intake	4 November 2024 to 21 February 2025
<i>Term Break: 09/12/2024 - 27/01/2025</i>	

### 4.9 Refunds and Cancellations

Refunds must be requested by completing a ELC official request form. The refund request form can be obtained at reception or by email via [enrolments@elc.edu.au](mailto:enrolments@elc.edu.au). Your enrolment is defined as the total number of enrolled weeks and can be one single course or multiple courses (package of courses). Tuition fees are non-refundable in the case where a student transfers between courses and the difference in tuition rate will be charged if a transfer is made from a lower to a higher tuition rate course.

Please refer to the terms and conditions relating to payments, refunds and cancellations in your offer letter from ELC.



## 5. Student Rights and Responsibilities

### 5.1 College Guidelines

ELC students must adhere to the following:

- Behave and speak to everyone at ELC in a polite and friendly manner
- Respect all nationalities, religions and genders
- Always maintain valuable items securely
- Respect the teaching and learning process
- Follow the published complaint and appeals processes to solve problems
- Contribute to the positive learning environment
- Treat ELC equipment and facilities with respect
- Maintain hygiene
- Contribute to a safe learning environment
- Refrain from smoking on campus and do not smoke directly outside the front door
- Drugs, alcohol, weaponry, pornography are not permitted on campus. If any student brings any of these items onto campus, ELC will contact relevant government authorities and the student will be immediately terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa will be cancelled by the Department of Home Affairs.

### 5.2 Classroom Guidelines

During theory and practical classes students will:

- Turn off mobile phones unless otherwise instructed by their trainer
- Develop group and cooperation skills in the learning process
- Communicate in English as the official language of training and assessment
- Maintain a positive attitude when learning becomes difficult
- Participate in all activities
- Follow the trainer's instructions
- Respect the right of all classmates to learn
- Respect the right of the trainer to train and assess
- Request the trainer's permission if it is essential to leave the classroom
- Submit formative and summative assessments on time

### 5.3 Complaints and Appeals

A complaint may be an expression of dissatisfaction with:

- The enrolment, induction/orientation process
- The quality of training & assessment, administrative and student support provided

- Academic matters including student progress, assessment, curriculum and awards in a course of study
- ELC instigated reporting on PRISMS
- Access to personal records
- The way someone has been treated

### Complaint and appeals policy and procedure:

This procedure can be utilised by students to submit a complaint of an academic or non-academic nature. There is no cost for utilising this complaint and appeals process. Students who engage in the complaint and appeals process are expected to act in good faith, provide proper documentation where required, and meet timeframes outlined in this policy.

### **First steps to resolving complaints**

Students are encouraged, wherever possible, to resolve complaints directly with the person(s) concerned. For example: if the issue concerns an academic matter, the student should talk to the trainer about their concerns, while issues about fees should be discussed in the first instance with the accounts team.

If the student has attempted to resolve the issue directly but is not satisfied with the outcome, or does not wish to approach the person(s) concerned directly, then they may discuss the issue with the Course Coordinator or RTO Manager by making an appointment at reception or requesting an appointment via [admin@elc.edu.au](mailto:admin@elc.edu.au). They may be accompanied or assisted by a support person during this process.

The Course Coordinator or RTO Manager will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned. Within five working days of receiving the complaint, the complainant and any other person(s) directly concerned will be provided with a written report summarising the actions that were taken, or will be taken, to resolve the issue.

### **Formal Complaint**

If the complainant is not satisfied with the outcome, a formal complaint can be lodged. Complaints should be lodged in writing within ten working day of the occurrence to the RTO Manager who will commence an investigation of the complaint within five working days of formal lodgement and will take all reasonable measures to resolve the complaint as soon as possible.

The following information needs to be provided in writing:

- details of the complaint;
- supporting information that the complainant wishes to have considered;

- an explanation of the steps already taken to try to resolve the complaint informally and why the responses received are not considered satisfactory; and
- what the complainant thinks needs to be done to address their concerns.

The RTO Manager will, if necessary, seek to clarify the outcome that the complainant hopes to achieve. Such clarification may be sought by written request or by a face-to-face interview with the complainant. The complainant or the respondent may ask a support person to accompany them to any such meeting.

The RTO Manager will, within five working days, provide a written report to the complainant on the outcome of the formal complaint and any steps taken to address the complaint. If this stage of the complaint handling process results in a decision that supports the student, ELC will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

### **Internal Appeal**

If a student is dissatisfied with a decision made by the ELC, they have ten working days from the date nominated in the written notification by ELC in which to lodge an Internal Appeal to have the case reviewed at no cost to the student. This includes decisions relating to the outcomes of complaints and assessment appeals, as well as notifications of unsatisfactory course progress, unsatisfactory attendance, misbehaviour, refusal to provide a Release, and/or pending cancellation of enrolment by the College.

Appeals should be lodged in writing on an Appeal Request Form available at reception or via [admin@elc.edu.au](mailto:admin@elc.edu.au). The appeal will be considered by the RTO Manager who may decide:

- to make a determination based on the information provided;
- to establish an Internal Case Review Panel; or
- that there are insufficient grounds to take further action, thus concluding the consideration of the matter under these internal appeals procedures.

The student will be advised in writing of this decision and the reasons for it. If the decision is for an Internal Case Review Panel, the student will be informed of the membership of that panel, and the procedure to be followed, at least ten working days in advance of the review date.

### **External Appeal**

If the student is not satisfied with the result or conduct of the complaint handling process, the student has the right to access an external appeal at no cost. International students can contact: Overseas Students Ombudsman.

GPO Box 442, Canberra ACT 2601, Australia

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

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Web: <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>

Other external options include:

- ASQA: <https://www.asqa.gov.au/about/complaints/complaints-about-training-providers>
- Department of Fair Trading: <https://www.fairtrading.nsw.gov.au/>
- Administrative Appeals Tribunal: <https://www.aat.gov.au/>

### Reviews of Assessment Decisions:

A student may ask for an assessment to be reviewed (see 3.7). If the student is not satisfied with the outcome of the review, they may make an appeal following the complaints and appeals process outlined above.

Read the Student Complaint Resolution Policy and Procedure in full [here](#)

## 5.4 Discrimination and Harassment

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status or economic status.

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

Examples of bullying behaviour include unfair and excessive criticism, publicly insulting victims, ignoring their point of view, constantly changing or setting unrealistic work targets and undervaluing their efforts at work, or cultural insensitivity. ELC does not allow any student or staff member to engage in discrimination, harassment or bullying.

If you have been the victim of discrimination, harassment or bullying you may make an appointment to discuss this confidentially with the RTO manager or the student counsellor. Appointments can be made through reception or via [admin@elc.edu.au](mailto:admin@elc.edu.au)

## 5.5 Student Feedback

Your feedback is very important to assist ELC to undertake continuous improvement of training, assessment, facilities and services. Students will be asked to complete the following at the end of each study period:

- Learner Quality Indicator
- ELC Career College Student Feedback

## 6. Student Wellbeing

ELC is committed to the health, safety and wellbeing of students, staff and visitors. Please make sure that you:

- Comply with ELC's health and safety policies and procedures
- Cooperate with any health and safety instructions given by a staff member
- Report anything you notice in regard to health and safety to a staff member
- Behave in a way that your actions prevent personal injury or injury to others and damage to the property

### 6.1 Smoking

Smoking is not permitted anywhere within the school or outside the front doors.

### 6.2 Alcohol

You cannot bring alcohol on to the school premises. If any staff member believes that a student is under the influence of alcohol, they will ask that student to leave.

It is important that you take care when you are socialising in the evening. Avoid excessive drinking in public; take care when travelling home in a taxi when under the influence of alcohol – always try to share a taxi with a friend; do not leave your drink unattended in a bar where your drink could be spiked with drugs.

### 6.3 Drugs

You cannot bring drugs onto the school premises. If any staff member believes that a student is under the influence of drugs or has drugs in their possession the student will be required to leave the premises immediately. Their course may be terminated by ELC.

## 6.4 Unacceptable Behaviour

Any student behaviour which affects the ability of other students to study and live in a safe and pleasant environment will not be tolerated. Should ELC believe that other students are at risk at school or in student accommodation, the offending student's enrolment will be terminated.

## 6.5 Homesickness and Culture Shock

It is very common when living or travelling in a different country to experience feelings of homesickness and culture shock. These may not happen for several weeks or even months. Symptoms may include:

- a feeling of sadness, loneliness and confusion
- headaches, pains, and allergies
- sleeping difficulties
- feelings of anger, depression, vulnerability
- the smallest problems seem overwhelming
- feeling shy or insecure
- obsession with cleanliness or health
- overwhelming sense of homesickness
- questioning your decision to move to this place and idealising your own culture

If you are experiencing any of these symptoms, please:

- come and talk to our student services team
- talk to your classmates about your feelings as you may find others feel the same
- join social activities at school
- make sure you get fresh air and exercise
- talk to your family and friends at home

If you are worried about your health or wellbeing please see our student services team. We can assist you to contact health professionals.

## 6.6 Safety

Students are expected to comply fully with any safety guidelines presented to them by ELC staff and to cooperate fully with ELC staff in the case of emergency. Please notify reception if you notice anything at the school which appears to be dangerous or if you need medical help.

For more information about how to stay safe in Sydney and how to report a crime please see:

<https://www.study.sydney/live/safety>

## 6.7 Emergencies

- If you experience an emergency at school you should notify any staff member or call reception on 9267 5688.
- Notify individuals around you of the emergency. Advise them to keep away if necessary. Remove any individual from danger if it is safe to do so.
- In the case of any emergency, follow all instructions given by ELC staff.
- Please make yourself aware of your nearest emergency exit.
- During an emergency that requires the evacuation of any ELC campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class **MUST** stay together to ensure the safety and wellbeing of the staff and students.
- Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time. Once students have evacuated the building they must proceed to the designated area. Students must stay with their trainer till the building is safe to re-enter or they have been dismissed.
- To call emergency services, dial 000 and ask for fire, ambulance or police.
- If you are injured or taken suddenly ill, it is vital that you seek first aid treatment. Contact reception or any staff member. ELC has first aid officers on site who will attend to you. If an injury is serious, expert medical assistance should always be sought as soon as possible.

## 6.8 Overseas Student Health Insurance

- If you have Overseas Student Health Cover insurance with Allianz (organised by ELC), your insurance card will be available from ELC reception about a week after you start your course.
- If you have Overseas Student Health Cover insurance with a different provider (organised by your agent) you should refer to their website to find a nearby doctor.
- Payment: Your OSHC will cover costs of in-hospital and out-of-hospital medical assistance, prescription medication and emergency ambulance assistance. Some doctors will charge no fee if you can provide your OSHC card. Others charge 'a gap fee'. This means that you will need to pay a small amount to the medical centre and then claim the money back via your insurance company.
- Please note that dental treatment is not usually covered by insurance.

## 7. Living in Australia

### 7.1 Working in Australia

On a student visa, students are permitted to work up to 48 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). To apply for a TFN:

- Go to [www.ato.gov.au](http://www.ato.gov.au) and click 'individuals'
- Click 'Apply for a TFN' and then 'Foreign passport holders, permanent migrants and temporary visitors'
- Go to 'Apply online for a TFN'
- Follow the instructions until you are finished

**Phone:** 13 28 66 (available between 8.00 am and 6.00 pm, Monday to Friday) or  
13 72 26 for direct self-help service available 24 hours a day.

**Visit:** Australian Taxation Office (self-service only), 56-64 Archer Street, Chatswood NSW, 2067

Note that international students will need their passport number and an Australian address when applying for a tax file number.

### 7.2 Banks

You can open a bank account in Australia. If you plan to work, you must do this. Our receptionist can tell you where the nearest banks are to ELC. Take your passport, proof of your Australian address and your student card from ELC. The main banks in Australia are:

- Commonwealth: <https://www.commbank.com.au/>
- ANZ: <https://www.anz.com>
- Westpac: <https://www.westpac.com.au>
- National Australia Bank: <https://www.nab.com.au>

The bank will issue you with an ATM card and pin number which you can use to withdraw money from your account using the Automatic Teller Machine (ATM). You can also use this to pay in shops. You may also ask for SWIFT, sort and IBAN (for Europeans) codes, which you will need if you want to transfer money to Australia from your home country.



### 7.3 Transport

Sydney has an extensive transport network of buses, trains and ferries (boats). You can plan your trip and view all routes and timetables here <http://www.transportnsw.info/>. There is also an app available.

### Opal Cards

Opal cards can be used to pay for transport on trains, buses and ferries. You can buy one at a newsagency, supermarket, petrol station or online. <https://www.opal.com.au/en/get-an-opal-card/>. You will need to buy an adult opal card, not student. You can also use a credit or debit card to pay on most forms of transport using the Opal card machines.

### 7.4 Student Cards

Grab your ELC student card from reception. You can use this:

- as photo ID in most bars and clubs
- for discounts in cinemas
- for discounts at many tourist attractions
- as photo ID when using a health insurance card

However, cannot use this to get discounts on public transport in New South Wales.

### 7.5 Immigration / Visas

Department of Home Affairs

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

If you have a complex issue or can't find the information on the website, you can call the Global Service Centre (GSC) Monday to Friday 9am to 5 pm your local time.

#### **Global Service Centre**

In Australia Phone: 131 881

Outside Australia Phone: +61 6196 0196

### 7.6 Post Office

There are post offices near ELC at:

- 44 Market Street
- Shop 1048 World Square Shopping Centre, 644 George Street

## 7.7 Useful Contacts

Here are some important phone numbers you may find useful:

Emergency - Police / Ambulance / Fire	000
Department of Home Affairs (DHA)	13 18 81
Allianz General Enquiries	136 742
Allianz OSHC Students 24/7 emergency helpline	1800 814 781
Allianz OSHC Students Claims	1800 651 349
Health Services Australia (Health Examination)	1300 794 919
Public Transport Information Line	131 500
Lifeline Counselling Service (telephone counselling)	13 11 14
Translating and Interpreting Service (24 hours)	131 450

## 8. Summary of Fees

Item	Fee (AUD)
<b>Tuition Fees</b>	As per published price
<b>Late Tuition Fees</b>	10% of tuition fee instalment
<b>Materials Fee</b>	As published per qualification
<b>Missed Assessment</b> (Late Assessment) <i>Failing to submit written assessment by due date / Failing to attend practical assessment by due date</i>	\$50 (unless medical certificate can be provided)
<b>Re-submission Fee</b> (for failed assessments) <i>1<sup>st</sup> Attempt</i>	Free
<b>Re-submission Fee</b> (for failed assessments) <i>2<sup>nd</sup> Attempt</i>	\$50 ( <i>per Assessment Book</i> )
<b>Re-submission Fee</b> (for failed assessments) <i>3<sup>rd</sup> Attempt</i>	\$75 ( <i>per Assessment Book</i> )
<b>Re-assessment week</b> (for students that have not met minimum requirements)	\$100 Students must attend re-assessment week in person.
<b>Re-enrolling for a failed term/module</b>	Full term's fees
<b>Course Amendment Fee – 1st amendment</b> <i>Applies to any changes requested after CoE(s) issuance, such as changes to timetable, start date and/or course choice.</i>	Free
<b>Course Amendment Fee – 2<sup>nd</sup> and subsequent amendments</b>	\$50 per course

Item	Fee (AUD)
<i>Applies to any changes requested after CoE(s) issuance, such as changes to timetable, start date and/or course choice.</i>	
<b>Recognition of Prior Learning (RPL)</b>	\$500 (per Unit of Competency)
<b>Re-issue Certification</b>	\$50
<b>Re-issue Transcript of Results</b>	\$20
<b>Re-issue Statement of Attainment</b>	\$50
<b>Postage fees</b> (letters and certificates only)	\$15 domestic \$40 overseas