

Student Pre-Enrolment Information

RTO REGISTRATION

The Berkeley Business Institute (BBI) is a Registered Training Organisation (RTO), registered by the Australian Skills Quality Authority (ASQA) under the authority of the *National Vocational Education and Training Regulator Act 2011 (NVR2011) / Standards for Registered Training Organisations 2015*. BBI is also registered on the Commonwealth Register of Institutions & Courses for Overseas Students (CRICOS).

NATIONALLY ACCREDITED & INTERNATIONALLY RECOGNISED COURSES

All courses are nationally accredited and recognised, fulfilling the requirements of the Business Services Training Package. Courses on our scope of registration are as follows:

| Course Code | CRICOS | Qualification Level and Specialisation | Weeks | Location | Mode of Delivery (International Students) |
|-------------|---------|--|-------|---------------|--|
| BSB50415 | 087311K | Diploma of Business Administration | 47 | Sydney Campus | Full time: Face-to-face (75%) + Online (25%) |
| BSB60215 | 087538B | Advanced Diploma of Business | 47 | Sydney Campus | Full time: Face-to-face (75%) + Online (25%) |

- Fees – For the full list of current fees please refer to the price list on our website

LEGISLATIVE REQUIREMENTS

BBI follows all relevant Commonwealth and State laws covering WHS, workplace harassment, victimization and bullying, anti-discrimination, including equal opportunity, access and equity, racial vilification, disability discrimination as prescribed in the: WHS Act, EEO, Access & Equity and anti-Discrimination and Harassment Acts and the BBI Code of Practice.

ACCESS AND EQUITY

We are committed to providing opportunities to all people for advancement in training on an equitable basis, including industries where women are under-represented, people with disabilities, people from non-English speaking backgrounds, Indigenous Australians, and rural and remote learners.

- All participants have equal access to our programs irrespective of their gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.
- All participants who met the entry requirements (if applicable) as prescribed by the appropriate National Training Package will be accepted into any program within our scope of registration.
- Any issues or questions raised regarding access and equity can be directed to the PEO.

Where our training programs have a limited number of available places, these will be filled in order of

completed enrolment applications.

INDUCTION/ORIENTATION

All registering students are required to undertake an induction procedure provided by appropriate BBI staff. During this procedure all BBI and course policies and procedures will be explained to the students.

- Student Support Services available and the Australian Study Environment
- Legal services
- Emergency and Health services
- Facilities and Resources
- Complaints and Appeals processes
- Student visa conditions relating to course progress and/or attendance.

STUDENT SUPPORT, WELFARE AND GUIDANCE

We wish to ensure that all students are supported in their studies to the full extent possible, thus any participant who is experiencing any difficulties with their studies should see their trainer, or another member of the staff.

The staff member will ensure that the full resources of the institute are made available to ensure that the participant achieve the required level of competency in all accredited courses. Furthermore students seeking advice on Welfare or Guidance on other matters may make an appointment at any time to see Institute Staff for free advice relating to study on:

Managing your time

- setting and achieving your goals
- motivation
- ways of learning
- coping with assessments
- looking after yourself

The Receptionist/ Student Welfare Officer is the initial and official point of contact for all students.

Therefore, if you need assistance, please see the receptionist in the first instance.

Our staff will assist you in how to seek help with local welfare and guidance services. At the end of this document a list of local agencies has been supplied for your assistance.

Our Course Coordinator will act as a Student Contact Officer in all academic matters that we can assist you with.

QUALITY TRAINING AND ASSESSMENT

All BBI training and assessments comply with the standards of the AQF and the requirements of the relevant national training package and the *National Vocational Education and Training Regulator Act 2011 (NVR2011) / Standards for Registered Training Organisations 2015*. Only documents that comply with the AQF certification documentation will be issued.

These standards are maintained through continual staff professional development, monitoring, industry liaison, internal auditing and both internal and external moderation.

TERMS AND CONDITIONS

BBI requires all students to access and understand all BBI and course information available on the website, at reception and included in the institute application and marketing materials. Students will be required to sign a declaration that they have read and understood all terms and conditions (provided with Letter of Offer and Written Agreement) before enrolment and will be bound by these conditions once the enrolment is complete.

All courses are delivered on site as modified lecturers/tutorials in English as competency based training following the guidelines of the relevant training packages.

All training is designed to maximise student access and participation and hence the opportunity to achieve competency.

RECOGNITION OF PRIOR LEARNING

BBI offers vocational courses at different levels and recognises that student may already possess the skills and knowledge in areas of the training.

Thus enrolling students can apply for recognition of prior learning (RPL) for units of competency of the course they enroll in prior to the commencement of studies or during the first term in the chosen course (by the end of the 2nd week). It should be noted that a shortening of overall course duration does not change the requirement for students to be enrolled in full-time study.

For further information on recognition of prior learning please refer to the student handbook.

COMPLAINTS AND APPEALS PROCEDURES

Students have access to a Complaints and Appeals procedure if they feel they have been unjustly treated or have a serious complaint. Students who feel they have any type of complaint should first contact the Administration Manager. If necessary the complaint will be referred to the Principal Executive Officer in order to resolve the situation. A student dissatisfied with an activity or a decision regarding their academic outcomes can voice their concerns to the staff member concerned and, if appropriate, appeal to the Principal Executive Officer.

If students are still dissatisfied with the outcome of the complaint / grievance / appeal then students may lodge an external appeal or complain about the decision with the Overseas Students Ombudsman. The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See the Overseas Students Ombudsman website <http://www.ombudsman.gov.au/about/overseas-student-ombudsman-landing-page> or phone 1300 362 072 for more information.

Please see the Student Handbook (APPENDIX 2: STUDENT GRIEVANCES, COMPLAINTS AND APPEALS POLICY AND PROCEDURES) for details.

FEES

All course fees and charges are payable in Australian Dollars (AUD). There is no reduction in fees for subject

exemptions. All fees and charges must be paid in advance by the date shown on the letter of offer and/or invoice. A penalty may be applied to late tuition fees, Please refer to Fees information.

Students may be precluded from attending class, receiving results, sitting tests / exams if tuition fees have not been paid in full by the date written on their invoice. BBI is not responsible for any monies paid to agents or 3rd parties. If students need to repeat a subject(s) a pro rata tuition fee is payable.

Fees are subject to change. BBI will honor the tuition fees quoted for enrolled students only if the student commences tuition within 12 months of enrolment date.

Fee payment plans are available to all students. Once enrolment in a course has been confirmed the first term's fee plus all other fees including learning material costs and other levied fees are required to be paid. Each term's fee must be paid prior to the commencement of the relevant term and students will receive the invoice for that payment six weeks before the completion of the existing term.

A nonrefundable Enrolment/Application fee of \$200.00 (exclusive of Tuition fees, material fees and CoE issue fee) is required at the time of enrolment and this guarantees your place in the course. The enrolment deadline is 10 working days after the commencement of course.

Tuition fees DO NOT cover the charges for application fee, textbooks, stationery, and re assessment fees.

Students, who fall behind in the payment of their fees or fail to pay their tuition fee on the due date, may be charged a late payment fee of \$120.00 per term late payment fee or may be refused training and assessment services and any requests until such times as the fees are paid and up-to-date.

For more information on fees and a complete schedule of charges, please visit our website www.berkeley.nsw.edu.au or contact at info@berkeley.nsw.edu.au.

Should fees remain overdue for more than one day after the due date BBI will inform the student of their intention to report them for non-payment of fees to DHA via PRISMS.

CANCELLATION AND REFUND POLICY

Situations where a provider default may occur include:

- 1) The course does not start of the agreed starting date which is notified in the Offer Letter
- 2) The course stops being provided after it starts and before it is completed
- 3) The course is not provided fully to the student because the institute has a sanction imposed by a government regulator

However, if the student agrees to accept an alternative (replacement) course or part of a course, to be provided to the student at the institute's expenses, then the institute is relieved of its liability to make the payment. The student must advise the institute in writing whether they agree to the alternative arrangement.

Local Students

After course commencement students who discontinue will not be entitled to any refund. Every effort will be made to negotiate the transfer of training in the event of a student's prolonged illness or personal hardship. However, no consideration can be given to extended absences for any other reason.

International Students

The request for refund must be made in writing to the Principal Executive Officer by using the **Refund Application Form**.

- No refunds will be paid to a third party unless it is indicated at the time the Refund Application Form is lodged, that any refunds due are payable to a third party.
- Where a refund is approved, Berkeley Business Institute will make payment of refunds within 28 days of receipt of the Refund Application Form
- In the case of default by Berkeley Business Institute, the provisions of the ESOS Act 2000 and the ESOS Regulations 2001 apply. For further information about the ESOS Act please see <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

| Enrolment Fee | Non-refundable |
|---|---|
| Tuition Fees | |
| Visa refused prior to course commencement | Full refund less enrolment fee of \$200 |
| Withdrawal at least 28 days (prior to agreed start date) | 70% refund of tuition fees less administration fee of \$200 |
| Withdrawal less than 28 days (prior to agreed start date) | 50% refund of tuition fees less administration fee of \$200 |
| Withdrawal after the agreed start date | No refund |
| Visa cancelled due to actions of the student | No refund |
| Does not commence (i.e. Does not arrive, or has not arranged with us for a later start because of health or compassionate reason) | No refund |
| Visa extension is refused | Return of unused tuition fees |
| Withdrawal from study - current students | Refund of unused tuition fees (of the following term/s)* *Deferment, Suspension or Cancellation of Enrolment Application Form must be received at least 28 days prior to the commencement of the following term/s *No refund will be given after an approved deferment or suspension. |
| Compulsory Health Insurance (Student visa holders only) | Refer to OSHC provider |
| Airport Pick-up | Full Refund if service cancelled prior to flight arrival |

RTO Default

- Under the Tuition Protection Service (TPS) framework, if Berkeley Business Institute is unable to fulfill its obligations to complete a course. The TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider).
- Berkeley Business Institute defaults if the course they offer does not start on the agreed starting day.

- Berkeley Business Institute defaults if the course stops being provided after it starts and before it is completed or the course is not provided fully to the student because the registered provider has had a sanction imposed.
- If Berkeley Business Institute defaults, YBI will refund to the student within 14 days after the default day and receipt of your Refund Application Form.
- Berkeley Business Institute will give the student a statement that explains how the refund amount has been worked out. Berkeley Business Institute dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- This agreement and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The Standards for RTOs require the Institute to inform students considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty. It must be noted that our Institute does not engage in unsolicited marketing or sales tactics and therefore a statutory cooling off period is not applicable to our students who have enrolled into a course. For refund option in other circumstances, students must refer to the refund policy.
- The refund policy is subject to review from time to time.

The Institute recommends that you read the ESOS Framework Information, which provides legislative protection for International students, available at <https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

PROTECTION OF FEES

TA conforms to the requirements of the Tuition Protection Service (TPS) established by the Australian Government for overseas students which is part of the ESOS (Education Service for Overseas Students) Assurance Fund established under section 45 of the ESOS Act 2000.

Under the TPS framework, if The Times Academy is unable to fulfil its obligations to complete a course, the TPS framework will facilitate the placement of students in the first instance, and where this is not possible, provides a refund of unexpended tuition fees (i.e. tuition the student has paid for but has not been delivered by the provider). This replaced the previous combination of Tuition Assurance Schemes and the ESOS Assurance Fund.

CHANGE OF CONTACT DETAILS

All students are required to maintain current and accurate contact details with BBI at all times. In the event of a change in contact details students are required to complete a change of details form and submit to the Administration Manager.

DISCIPLINARY PROCEDURES

All BBI students are subject to Australian civil and criminal laws and to the BBI Disciplinary Policy and Procedure. BBI reserves the right to expel students who break these conditions. In such circumstances students will be reported immediately to DHA and depending on the seriousness of the incident the relevant authorities.

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of its students. Our enrolment form asks you to provide information regarding your LL&N requirements or any other special learning needs. In the event of LL&N becoming an issue, the Administration Staff will contact the participant to discuss their requirements.

UNIQUE STUDENT IDENTIFIER (USI)

All students studying nationally recognised training in Australia from 1 January 2015 will be required to have a Unique Student Identifier (USI). A USI is an account (or reference number) made up of numbers and letters. The USI will allow students online access to their training records and results (transcript) through their online USI account.

Each student will need a USI to obtain their certificate or qualification from their registered training organisation when studying nationally recognised training in Australia.

For more information visit www.usi.gov.au or ask at Reception. You can either apply yourself for your USI or ask at Reception and we can do it on your behalf or assist.

Privacy and use of personal information

Personal information is collected solely for the purposes of operation as a provider according to the National VET Data Policy available at <https://docs.education.gov.au/node/46116>.

Under the **Data Provision Requirements 2012**, the Institute is required to collect personal information about students and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Students personal information (including the personal information contained on the enrolment form and students training activity data) may be used or disclosed by the Institute for statistical, regulatory and research purposes. The Institute may disclose students' personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if you are enrolled in training paid by your employer;
- Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation

Students may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. Students may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose students personal information in accordance with the **Privacy Act 1988** (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

The Institute must meet the requirements of the relevant Commonwealth privacy legislation. All reasonable steps are taken to protect personal information from misuse, loss, unauthorised access, modification or disclosure, including password protection of electronic files, secure storage of paper files and secure backup of data.

All students are able to access their own personal files held by the Institute and may also request that updates be made to information that is incorrect or out of date. Access may be given to an identified

government officer from such agencies as the National VET Regulator (ASQA), DET or DHA for the purposes of an audit. We are required to inform DHA of any changes to your enrolment and any breaches by you of your student visa conditions relating to attendance or academic performance. A copy of student or staff records by a third party can only be obtained by written permission of the person whose file has been requested. This permission must be provided in writing for such access to occur.

STUDENTS RIGHTS and RESPONSIBILITIES

Students have the right to:

- Be treated fairly with respect from others and without discrimination or harassment, regardless of religious, cultural, racial and sexual difference, age, disability or socio-economic status;
- Be free from all forms of intimidation;
- Work in a safe, clean, orderly and cooperative environment;
- Have personal property (including computer files and your work) and the Institute's property protected from damage or other misuse;
- Have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure);
- Learn in an environment that is conducive to success;
- Work and learn in a supportive environment without interference from others;
- Apply to have existing skills and knowledge recognised;
- Privacy concerning records containing personal information, (subject to other statutory requirements and other agreed uses);
- Be given information about assessment procedures at the beginning of the unit and progressive results as they occur;
- Appeal within five days of receiving notification of any decision made about late or missed assessment;
- Lodge a complaint and have it investigated effectively without fear of retaliation or victimisation; and
- Express and share ideas and to ask questions

Students have the responsibility to:

- Treat staff and fellow students with respect and fairness. This includes but is not limited to:
 - Following reasonable directions from a member of staff;
 - Not behaving in any way that may offend, embarrass or threaten others;
 - Not harassing fellow students or staff by for example using offensive language or making unwanted sexual advances;
 - Taking care of facilities by not damaging, stealing, modifying or misusing property; and
 - Acting in a safe manner that does not place you or others at risk.
- Ensure personal details are current and correct;
- Participate in all assessment tasks as scheduled, honestly and to the best of your ability;

- Not to smoke in non-smoking areas;
- Not to be under the influence of alcohol or illegal drugs; and
- Follow normal safety practices.

BBI RESPONSIBILITIES

As an RTO (Registered Training Organisation), BBI is required to meet various obligations under the Australian Qualifications Framework (AQF 2013), the National Vocational Education and Training Regulator Act 2011 (NVR2011)/ Standards for Registered Training Organisations 2015, the Education Services for Overseas Students (ESOS) legislation and the National Code of Practice 2007.

These can be described broadly as:

- Being registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- Meeting quality assurance standards and continuously reviewing and improving upon all aspects of the institute's training and assessment systems
- Complying with tuition and financial assurance requirements; and
- Encouraging overseas students recruited to study in Australia to comply with the conditions of their visas, and reporting those who do not.

For further information on the ESOS Act 2000 and the National Code of Practice can be found at:

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

Further information on the Australian Quality Framework (AQF) can be found at:

<http://www.aqf.edu.au/>

CHANGE OF LOCATION OF PREMISES

If the Institute changes its location, students will be notified in writing at least three weeks before the re-location is to take place

LIVING IN SYDNEY

ABOUT SYDNEY

Sydney has been voted one of the most beautiful cities in the world and has one of the world's most celebrated harbours. There is a variety of things you can do and see in Sydney when not studying.

Sydney CBD is a friendly, multicultural area of Sydney. BBI is centrally located, close to Sydney CBD shopping areas and a number of cafés and restaurants.

BBI is only a 10-minute bus ride from Sydney Opera House, where you can enjoy the famous Australian culture and sunshine! You'll also have quick and easy access to Sydney's Darling Harbour and other popular locations via bus, train and light rail from Central Station.

Australia's beaches are well known around the world, and increasingly we are also becoming known for our

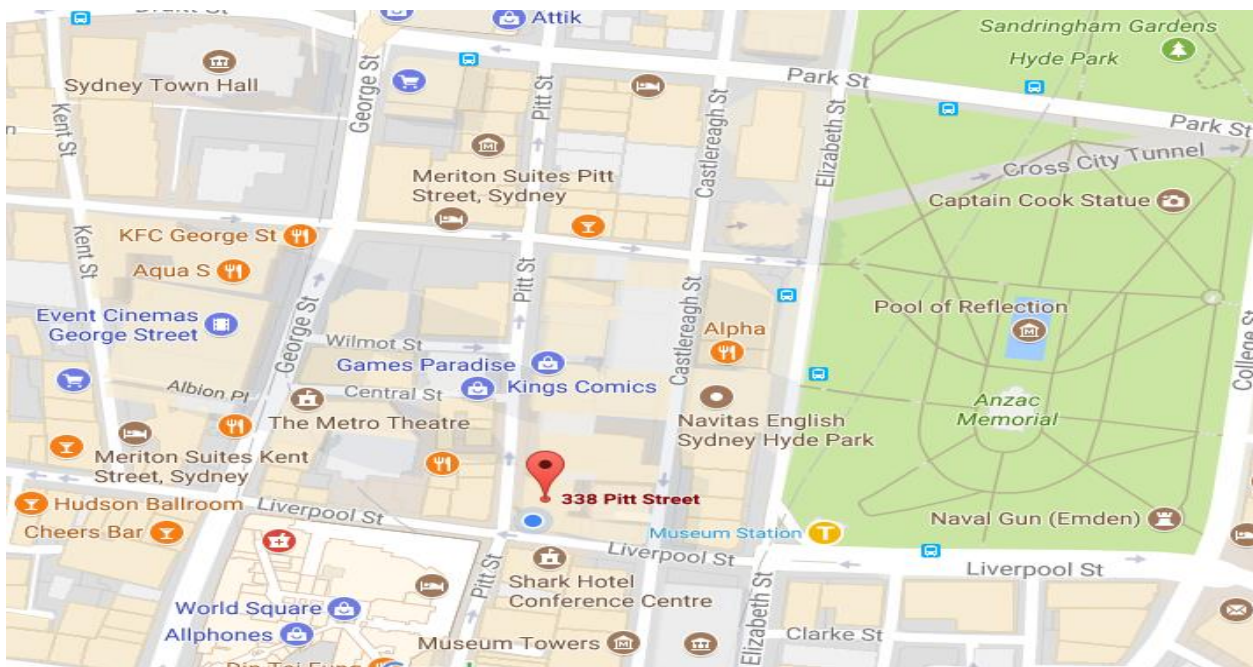
great food, wines and a multitude of sporting and cultural activities. Add this to our relaxed lifestyle and great weather and you will quickly understand why Sydney is one of the best cities in the world for students to enjoy.

It is estimated that students would require about AUD 20,290pa for living expenses excluding tuition fees.

GETTING TO BBI

If you are staying with a homestay or student accommodation organised through our institute, they will advise you on how to get to the Institute.

If you have alternative accommodation, our institute is very easy to get to. We are a 2-minute walk from Museum Station or a 5-minute walk from Town Hall Station <https://transportnsw.info/travel-info>



<https://www.google.com.au/maps/place/338+Pitt+St,+Sydney+NSW+2000/@-33.8749986,151.2074424,17z/data=!4m13!1m7!3m6!1s0x6b12ae3da160a7bb:0x55cdb33fad2ae75e!2s338+Pitt+St,+Sydney+NSW+2000!3b1!8m2!3d-33.8763808!4d151.208102!3m4!1s0x6b12ae3da160a7bb:0x55cdb33fad2ae75e!8m2!3d-33.8763808!4d151.208102?dcr=0>

See the map of the CBD area, including Level 1, 338 Pitt St Sydney NSW 2000, where the Institute is located. (If in doubt, please call us on 02 8316 6666)
BBI's Trading hours are 9.00am until 6.00pm.

GETTING AROUND SYDNEY

Central Station has a direct train service to Sydney Airport plus train and coach services to most parts of the country. For weekends away, we can recommend the Blue Mountains and Jenolan Caves to Sydney's west, the Central Coast of NSW to Sydney's north, the South Coast of NSW to Sydney's south and the Hunter Valley wineries to Sydney's North West. Sydney and its surrounding areas also contain 37 National Parks (including the world's second-oldest National Park – the Royal National Park)

with fantastic walking tracks and campsites, containing plants and animals you won't see anywhere else in the world.

TRANSPORT

You can buy an Opal card for bus, train or ferry. Failure to pay the correct fare may result in a hefty fine of \$200 or more. Unfortunately, most international students are not eligible for a travel concession according to the Transport for NSW terms and conditions.

Please visit <https://transportnsw.info/tickets-opal/ticket-eligibility-concessions/child-student-concessions/tertiary-students#accordion-concession-travel-for-international-students>

TRAINS

There are frequent suburban train services leaving from Town Hall station to most stations around Sydney, which is a few minutes' walk from BBI. Return train tickets are cheaper after 9:00 am and before 3pm. Weekly rail tickets are cheaper than daily tickets. For further information on Sydney Trains including timetables and fares go to www.cityrail.info

BUSES AND FERRIES

Sydney has many bus services between the suburbs and the city Centre. Many bus services travel along York St. Fares depend on the travelling distance. Ask the bus driver for the exact fare. There are many ferry services from Circular Quay to suburbs around Sydney. You can use weekly travel passes or Ferry tens to make ferry travel cheaper. For further information on Sydney Bus Services go to www.sydneybuses.info and Sydney Ferries go to www.sydneyferries.info

TAXIS

It is usually easy to find a taxi in Sydney. Prices vary depending on the distance travelled. If you take a taxi on a toll-way you will have to pay the toll for the taxi's return journey. You can take a taxi from a taxi rank, book one by telephone or you can 'hail' a taxi from the street.

WEATHER

Sydney has a mild climate, especially in winter, but be aware that the weather is subject to quick changes. Each day may be a combination of seasons, so be prepared for rain, heat, or cold, wind and sunshine all in the one day. Perhaps you should carry an umbrella and something warm. Listen to the weather forecasts carefully

TRADING HOURS

Post Offices are open from 9:00am to 5:00pm, Mondays to Fridays and in some shopping centers Post Offices are open on Saturday mornings from 9:00 am till 1:00pm.

Banks are open from 9:30 am to 4:00 pm, Monday to Thursday. They stay open till 5:00 pm on Friday and are closed on Saturdays and Sundays. There are a number of banks near the institute.

Shops are usually open from 9:00 am to 5:30 pm during the week, and many big stores stay open till 9:00pm on Thursdays. They are open from 9:00am until 4:00pm on Saturdays and from 10.00 am to 5:00pm on Sundays as well. Most Coles and Woolworths supermarkets are open till midnight during the week and till about 10:00pm on the weekends.

BANKING

There are many different types of bank accounts. Ask about the different types of accounts before you decide which one you would like to open. A Savings Account is probably the most suitable account for students.

When you open an account you will normally receive an ATM Card allowing you to withdraw money after hours. Many shops in Australia will not accept cheques but most will take credit cards.

An ATM Card cannot be used for credit but it can be used in some supermarkets to pay for the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks

MEDICAL PROBLEMS

If you get sick, you may have to go and see a doctor. In Australia you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house.

If you cannot come to Institute, the doctors will give you a medical certificate that describes what is wrong with you, stating how many days you may stay at home. Don't forget to give your medical certificate to the receptionist when you return to the institute or the time you are away will affect your attendance.

Please note: OSHC does not cover medication. If you are hurt in an accident or need urgent medical attention in an emergency go to the Emergency Department of a hospital

ACCOMMODATION

Rental Accommodation

Initial establishment costs for a shared apartment or house, such as rental bonds for accommodation, electricity, gas and telephone, could add up to at least AUD1500. Estimates of average rental accommodation costs per week are as below:

| Type of Accommodation | Estimated Cost per week |
|-----------------------|-------------------------|
| | Apartment/ Flat |
| 1 bedroom | AUD180-250 |
| 2 bedroom | AUD250-400 |
| | House |
| 2-3 bedrooms | AUD350-550 |

Cost of Living (A\$)

The Australian government suggests that international students allow funds of approximately \$20,290 AUD per year to support their living expenditure. The information below is a GUIDE ONLY for individual living expenses while in Australia. For details please refer to <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs>

| EXPENSE | COST | NOTES |
|------------------------------|-----------------------|---|
| Housing | \$150+ per week | This will vary greatly depending on where you live and the type of accommodation you choose. |
| Food | \$100+ per week | This is for a week's worth of groceries from the |
| Transportation | \$25+ per week | A weekly transport pass could save you money. The cost of transport will vary greatly depending on where you live. |
| Utilities (gas/electricity/) | \$25+ per week | If you share accommodation, the costs for utilities will decrease per person. |
| Mobile phone | \$20+ per week | This will vary greatly depending on your plan, international calls, etc. |
| EXPENSE | COST | NOTES |
| Medical expenses | \$50 per consultation | Your Overseas Student Health Cover (OSHC) will reimburse you for most costs, but you will need to pay up front. Remember there are occasional costs (including consultations) that extend beyond the coverage of your |
| Clothing | Varies | Most students bring clothes from home and purchase only a few items while in Sydney. Remember that weather in Sydney varies, so you should have some warm clothes in case it gets cold. |
| Entertainment | \$25+ per | Examples include a film, a dinner, drinks at the pub, etc. |

Boarding Houses

Boarding houses range from fairly large commercial properties to average sized houses run by private citizens.

Full board, room with use of facilities, or room only is available. You can expect to pay about AUD150-200 per week for a single or shared room in a boarding house.

Full board arrangements consist of a single room in a private house where the householder provides meals for you and you share in the life of the family. The cost on average for accommodation and three meals a day is AUD250-350 per week. This is a good way for international students to improve their English and learn about Australian culture quickly.

SERVICES

The following services may be useful to know during your studies in Sydney.

| Service | Phone Number/Contact |
|---|----------------------|
| Police, Ambulance or Fire (call in a life threatening or emergency situation) | 000 |
| State Emergency Service (SES)(call for help in floods or storms) | 132 500 |
| Directory Assistance | 12 455 |
| Immigration, business, student and visitor visas (DHA) | 131 881 13 32 20 |
| Salvation Army (general advice and support services) | 1300 36 36 22 |

| | |
|--|--|
| Smith Family (general advice and support services) | 9085 7222 |
| St Vincent de Paul Society (general advice and support services) | 9560 8666 |
| ABC Taxis | 132 522 |
| RSL Taxis | 9581 1111 |
| Department of Fair Trading | Mc Kell Building 2-24 Rawson Place Sydney NSW 2000 |

TELEPHONE NUMBERS

All landline telephone numbers can be found in the White Pages (residential) or Yellow Pages (business). These are also available on the internet:

www.whitepages.com.au

www.yellowpages.com.au

USING PUBLIC TELEPHONES

You can buy phone cards from \$5 to \$50 in value from newsagents and chemists. If a phone accepts coins, it will take 10c, 20c, 50c and \$1 coins only. A local call cost is 25c-50c.

To call a Sydney telephone number from overseas, you need to include the country code for Australia (61) and the area code for Sydney (2). For example, to call the institute (0402 089 692) from overseas you would have to dial the international code relevant for your country and then 61 402 089 692.

To dial an overseas telephone number from Sydney, you need to dial 0011 + the country code + the area code + the telephone number.

GENERAL INFORMATION ON ALL COURSES

| | |
|-----------------------------|--|
| Entry Requirements: | 18 years of age or over Australian Year 12 or equivalent |
| Study Method: | Full-time only - with a minimum of 15 face-to-face contact hours per week and 5 hours online per week taken as an average per term |
| Teaching Methods: | Learning delivery e.g. combination of training, lectures, demonstrations, simulated work environments (if necessary), workshops, visits |
| English Proficiency: | IELTS 5.5 (or equivalent) Students who are not fully proficient must take language literacy and numeracy (LNN) training |

| | |
|----------------------------|---|
| Work Placement: | Not applicable |
| Field Trips: | Advised at commencement of course |
| Assessment Methods: | Assessment procedures e.g. combination of assessment tasks, written assignments, supervised tests, role plays and presentations |
| Customisation: | Each course and its learning and assessment materials maybe subject to customisation. |

For more information on the courses, please see the Institute's website at <http://www.berkeley.nsw.edu.au/course>

STUDENT SELECTION AND ENROLMENT

Student selection and registration into BBI is based upon clients satisfying institute entry criteria covering English proficiency (min. IELTS score of 5.5 or the equivalent), academic qualifications (min. completion of the HSC or the equivalent), work experience, age (min. 18 years) and visa status (as per assessment levels for the country of origin).

BBI will ensure that prior to enrolment to training and assessment, whichever comes first, that Berkeley Business Institute provides advice to the prospective learner about the training product appropriate to meeting the learner's needs taking into account, the individuals, the existing skills and competencies. This shall be done, by way of interview with BBI's marketing officers or via BBI's agent's network interviews with individual students.

Should an applicant wish to proceed with enrolment, the following procedure should be followed:

1. Complete and sign the Institute Enrolment Form/online form.
2. Submit the following documents along with your Enrolment Form:
 - Two recent passport-sized photographs
 - A photocopy of your passport identity page (overseas students)
 - Proof of academic and English Language proficiency
3. Submit your Enrolment Form and the above documents to:

Postal address:

Level 1, 338 Pitt Street
Sydney NSW 2000 AUSTRALIA

Or

E-mail: info@berkeley.nsw.edu.au

4. Upon receipt of your Enrolment Form and supporting documents, an interview will be conducted by a member of the Institute's Admission Team or a delegate to assess on your suitability to the course that you have applied for. At the end of the interview, with an admission team member or delegate you must sign the Pre-Enrolment Questionnaire form and return it to the Administration Department

If your application is successful, we will send you a Letter of Offer together with an invoice and a written

agreement. Once you receive the Letter of Offer you must pay the tuition fee and sign the written agreement. We will then use this to send you a Conformation of Enrolment (CoE).

Original or certified copies of all documents must be submitted upon application. These requirements can be found at <http://www.homeaffairs.gov.au/>

ATTENDANCE REQUIREMENTS [For Domestic Students Only]

Classroom-based Delivery

For students enrolling full-time campus-based face-to-face delivery (20 hours per week) will apply. Part-time load will be 0.5 of the full-time load.

Flexible Delivery (Blended):

The face-to-face component of the training will be covered through monthly workshops either organised on campus or a training room/facility close to the learners. Where a group of learners enroll in the same program at the same time, workshops will be organised close to their geographical location.

For this course, the learners will be provided with an opportunity to attend at least eight (8) face-to-face hours each month. In this mode, learning will be supported through the in-house developed Learning Management System (LMS).

Students enrolled in a flexible/blended mode will still have an option to access and attend scheduled classes on-campus wherever required/needed. They may also use on-campus student amenities and facilities including library, printing, photocopying, internet, student learning support, and student services.

BELOW INFORMATION IS SPECIFIC TO INTERNATIONAL STUDENTS ONLY –

FINANCIAL STATUS

Under current country assessment levels, students from assessment level 1-2 countries must sign a declaration that they have sufficient funds to cover their stay in Australia. Students from assessment level 2 countries must have evidence that they have sufficient funds to cover travel costs to and from Australia. Students from assessment level 3 countries must have evidence that they have sufficient funds to cover their stay and their travel costs to and from Australia. Students accompanied by a spouse should add a minimum of 35% per annum.

STUDENTS WITH SCHOOL AGE DEPENDANTS

Please Note that there are schooling obligations and options for school-aged dependents of intending students, including that school fees may be incurred. Students should add a further 20% per annum if they have at least 1 child (plus AUD\$8000 per annum or the cost of schooling) if the child is of school age and 15% per annum per additional child (plus AUD\$8000 per annum or the cost of schooling) if the children are of school age.

COURSE DEFERAL

Students not on CRICOS are able to defer their course commencement date upon application to BBI . Course deferral may incur a management fee.

Students on student visa are not permitted to defer the commencement date of their course unless on grounds of medical reasons (illness), or other exceptional circumstances beyond the students control i.e. bereavement. Weddings, pregnancy, festive occasions are not acceptable.

Students must specify the duration and reason for the deferral and visa cancellation may be initiated by DHA if the deferral is for more than one semester. BBI will enter a Student Course Variation to DHA.

TRANSFER BETWEEN PROVIDERS

Definitions (source: *the National Code*): [For International Students Only]

- Principal course: Usually the final course of study a student will undertake. For example, if a student is studying ELICOS followed by a Bachelor degree, the Bachelor degree is the principal course.
- Six months: Calculated as six calendar months from the first day of the principal course.

Transferring from another provider to BBI

BBI may enrol students seeking to transfer from another provider within the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- The student's current education provider or course has ceased to be registered, or a sanction has been imposed that prevents the current provider from continuing to deliver the principal course
- The student has a letter of release from the current provider

Transferring from BBI to another provider

Students can apply to transfer from BBI to another provider at any time prior to completing the first six months of their principal course if:

- The student is a government-sponsored student, and the student's sponsor supports a transfer
- BBI or the course in which the student enrolled has ceased to be registered, or a sanction has been imposed that prevents BBI from continuing to deliver the principal course
- The student enrolls in a course that is at the same or a higher level to that in which the student is currently enrolled, and the course is not available at BBI
- Exceptional personal circumstances that the PEO considers to be appropriate
- BBI will assess and consider all requests for in accordance with Standard 7 of the National Code, which states that the education Provider should grant the student's request to transfer where the transfer will not be to the detriment of the student.

Note: Students on package courses will need a release letter from their principal provider.

A letter of release, if granted, must be issued at no cost to the student and must advise the student of the need to contact DHA to seek advice on whether a new student visa is required.

However, BBI will **not** grant a release letter for a student seeking to transfer any time prior to completing the first six months of their principal course if:

- There is no Letter of Offer from another provider
- The student is enrolling in a course that is at a lower level than the one in which the student is currently

enrolled

- All the support services have not been exhausted by the student
- The student is trying to avoid being reported to DHA
- The student has outstanding debts to BBI

Student must be provided with a written response and the reason for refusal and advice on their right of appeal.

BBI maintains records of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

STUDENT LEAVE

It is not permitted that any student takes extra leave outside the official Institute breaks. Student Visa students must study for at least 36 weeks per year to maintain a fulltime status.

If there are exceptional circumstances students who are on Student Visas may apply for a maximum of 4 weeks 'exceptional leave' outside the official institute breaks so long as the min. of 36 weeks is maintained.

BREACHES OF VISA REQUIREMENTS [For International Students Only]

Students registered under CRICOS are subject to DHA satisfactory academic progress and financial warning and reporting requirements and therefore to the BBI.

Students below the 50% average course progress on a semester basis will be reported to DHA. You will be advised in writing and required to attend a meeting with a DHA official within 28 days after the day specified in the letter. Students must continue to attend institute until requested by DHA to attend a meeting.

SICK DAYS AND OTHER ABSENCES

Students registered under CRICOS should be advised that BBI is not permitted to enter sick days or any other days absent (unless granted Exceptional leave) on attendance records. All unofficial absences, sick or otherwise will be recorded as absences and subject to the above rulings.

OVERSEAS STUDENT HEALTH COVER [For International Students Only]

It is the responsibility of all students to ensure that they are members of a provider of Overseas Student Health Cover during their stay in Australia. Such cover is provided by either Medibank Private or AHM Australia among others.

ESOS FRAMEWORK [For International Students Only]

Training organisations that appear on the Commonwealth Register of Institutes and Courses for Overseas Students (CRICOS) register are governed by the Education Services for Overseas Students (ESOS) framework. This includes a number of legislative pieces, including the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. These regulations are in place to protect overseas students and to uphold high quality standards within Australian education institutes

Further information on the ESOS Framework can be found at

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

List of External Counseling Services and Assistance

| Problem | Website | Phone no. |
|---|--|-----------------------|
| Alcoholism | www.aa.org.au | 938 777 88 |
| Anxiety (including phobias & Obsessive-Compulsive Disorder) | www.ada.mentalhealth.asn.au | 9879 5351 |
| Anxiety | www.serenitynsw.com.au/ | 9740 9539 |
| Asthma | www.asthmansw.org.au/ | 1800 645 130 |
| Consumer credit and debt | www.cclcnsw.org.au/ | 1800 808 488 |
| Crime stoppers (report crime anonymously) | | 1800 333 000 |
| Crisis counseling (Wesley Mission) | www.lifelinesydney.org/ | 9951 5522 13 11 14 |
| Depression | www.depressiondoctor.com/ | |
| Depression (National Initiative) | http://www.beyondblue.org.au/ | 1300 22 4636 |
| Disabilities | www.ideas.org.au/ | 1800 029 904 |
| Domestic violence | | 8745 6999 |
| Domestic violence | | 1800 656 463 |
| Drug addiction: Narcotics Anonymous | www.na.org.au | 1300 652 820 |
| Drug addiction (Christian help) | www.naranon.com.au/ | 9418 8728 |
| Drugs and mental health | www.thewaysidechapel.com/ | 9358 6577 |
| Families & friends with mental illness | www.arafmi.org/ | 9805 1883 |
| Eating disorders | www.edf.org.au/ | 9412 4499 |
| Eczema | www.eczema.org.au/ | 1300 300 182 |
| Emergency services (police, fire, ambulance) | | 000 |
| Epilepsy | www.epilepsy.org.au/ | 9856 7090 |
| Family planning information | www.fpahealth.org.au/ | 1300 658 886 |
| Gambling Counseling (Wesley) | www.wesleymission.org.au | 9951 5566 |
| G-Line (gambling) | | 1800 633 635 |
| Gay & lesbian counseling line | www.glccs.org.au/ | 8564 9596 |
| Grief support | | 9489 6644 |
| Grief support | www.solace.org.au/ | 9519 2820 |
| Hepatitis C | www.hepatitisc.org.au/ | 9332 1599 |
| HIV/AIDS | www.sesiahhs.health.nsw.gov.au/ | 9332 9700 |
| Telephone Interpreter Service | | 131 450 |
| Legal information and advice | www.lawaccess.nsw.gov.au/ | 1300 888 529 |
| Mental health advice | www.mentalhealth.asn.au/ | 9816 5688 |
| Overseas Student Ombudsman | www.oso.gov.au | 1300362 072 |
| Poison Information Centre | | 131 126 |

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| Police Assistance Line (non-emergency) | | 131 444 |
| Pregnancy counseling | www.pregnancysupport.com.au/ | 1300 737 732 |
| Rape Crisis Centre | www.nswrapecrisis.com.au/ | 1800 424 017 |
| Relationship counseling | www.interrelate.org.au/ | 9745 5544 |
| Schizophrenia | www.sfnsw.org.au/ | 9879 2600 |
| Serious illness (sufferers & families) | www.can-survive.org/ | 1300 364 673 |
| Smoking - Quit line | | 13 18 48 |
| Suicide Prevention | www.suicideprevention.com.au/ | 1300 360 980 |
| Victims of crime support | | 9374 3000 |
| Women's refuge referral service | | 9560 1605 |