



International Student Handbook

Cambridge College Australia

Cambridge Academy of English Pty Ltd T/A Cambridge College Australia

ABN 86 077 189 550 RTO 31730 CRICOS 01796F

Brisbane Campus - Level 5, 269 Wickham Street Fortitude Valley, QLD 4006

Gold Coast Campus - Southport Central Building 3G Level 4, 27 Garden Street
Southport, QLD 421

E-mail: enrol@cambridgecollege.edu.au

Website: cambridgecollege.edu.au

Contents

Welcome!	4
Living, working and studying in Australia	5
Studying in Australia	5
Student visas	5
Conditions	5
Migration Agents	6
Education Agents	6
Working in Australia	6
Safety	7
Life in Australia	8
Other resources	8
Australian law	8
Pre-arrival and Arrival information	9
Contact information	9
Address	9
International Student Coordinator	9
International Student 24 Hour Emergency Contact	9
Emergency	9
Department of Home Affairs (DHA)	9
Health	9
Transport	10
Public Facilities	10
Department of Foreign Affairs and Trade (DFAT)	10
Arranging Travel:	11
Before leaving home	11
Upon Arrival in Australia:	12
What to bring	12
Accommodation	13
Bringing Family	13
Issues to Consider	13
Child Care	14
Schools	14
Schools in Brisbane	14
Overseas student health cover (OSHC)	14
How do I get OSHC?	14
Studying with Cambridge College Australia	16
Courses for international students	16
Accredited Training Programs	16
Course credit/ RPL	16

Cambridge College Australia

General entry requirements	17
English courses	17
Other courses.....	17
Legislation and policies	18
Legislation	18
Policies and procedures	18
Student Code of Behaviour / Rules	19

Cambridge College Australia

Welcome!

Thank you for enrolling with Cambridge College Australia.

We know you will find the time you share with us challenging, rewarding and fun. Our aim is to equip you with the knowledge, skills and confidence you need to undertake further studies, gain employment or participate in Australian social life with a high degree of confidence and skill.

Studying with Cambridge College Australia will expose you to a variety of experiences and challenges. Our courses provide a mix of theory and practical training and offer you numerous opportunities to build your confidence and motivation, so preparing you for a competitive workplace market. Our courses are always kept current and up to industry standards to provide the best study experience for our students.

Upon enrolling, you have various rights and responsibilities, most of which are outlined in this handbook. Please ask us for further information if you have questions that are not covered.

As International Students on International Student visas, Australian legislation protects you while you are studying in Australia. The legislative requirements (for students and education providers) are explained in this Handbook.

Australia provides the world's most rigorous protection for students through strong legislation. This legislation provides tuition and financial assurance for international students if an institution cannot meet its commitments. This provides security for prospective international students.

This Handbook contains links to direct you to various government and private services as well as to the various legislation relevant to International Students.

The quality of your experience with Cambridge College Australia depends largely on your motivation and commitment. Our role is to provide the ideal learning environment and yours is to meet the challenge. We will do our very best to ensure that the benefits to you exceed your expectations.

Kind regards,

Your student support team

sso@cambridgeqld.com

Cambridge College Australia

Cambridge College Australia

Living, working and studying in Australia

Studying in Australia

Here are some important resources you can use to find out about your study options, and your rights and responsibilities as a student in Australia.

Study in Queensland	http://www.studyqueensland.qld.edu.au/
Find a course in QLD	https://www.qld.gov.au/education/further-ed/pages/course-info
Study in Brisbane	http://www.choosebrisbane.com.au/study
Study in Australia	http://www.studyinaustralia.gov.au/

Student visas

The Australian Government's Department of Home Affairs (DHA) provides comprehensive information about student visa requirements and the application process, as well as the latest information.

Department of Home Affairs	https://www.homeaffairs.gov.au/
Student visas	https://www.homeaffairs.gov.au/trav/stud
Studying in Australia	https://www.australia.gov.au/information-and-services/immigration-and-visas/studying-in-australia
Student visa conditions	https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students
This page provides information about conditions that apply to all students on a student visa, including those relating to work, enrolment, health insurance, financial capability, dependents, accommodation etc.	

Conditions

Please take careful note of the following conditions that apply to student visas: Work

- You cannot work more than 40 hours per fortnight when your course is in session
- You can work for more than 40 hours per fortnight during recognised vacation periods offered by your education provider
- You cannot start paid work until you have started your course in

Australia. Enrolment

- You must remain enrolled in a registered course.
 - A registered course is one that is on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- You must maintain enrolment in a registered course that is the same level as, or at a higher level than, the registered course for which you were granted a visa
- You must maintain satisfactory attendance in your course and course progress for each study period as required by your education provider.

Health insurance

- You must maintain adequate arrangements for health insurance during your stay in Australia. Note: Under policy, you must maintain Overseas Student Health Cover (OSHC).

Financial capability

- You must continue to satisfy the requirements for grant of your student visa. This means, for example, that you continue to have sufficient financial capacity to support your study and stay in Australia.

Cambridge College Australia

Dependents

- You must maintain adequate schooling arrangements for your school-age dependents who joined you in Australia for more than 3 months as part of your student visa application.

Accommodation

- You must tell your education provider:
 - the address where you live in Australia within seven days of arriving in Australia
 - if you change the address where you live within seven days of the change
 - if you change education provider within seven days of receiving the electronic confirmation of enrolment certificate or evidence of enrolment.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DHA on your behalf, but please note that you **do not need to use a migration agent** to lodge any kind of visa application.

Education Agents

Education agents promote various Australian education programs and institutions internationally and are a good way for students to apply to study in Australia. Education Agents are experienced in assisting with international student applications and applying for visas. Most speak both English and the local language, so this makes the application process a lot simpler and generally hassle free for students and parents. Most do not charge for their service as they collect a commission from CCA you choose to attend. However, some agents do charge small amounts or offer additional services for which they charge. You can check our website to see a current list of agents we recommend.

Please Note: Although able to assist in completing education and visa applications,

Education Agents are NOT licensed to provide migration advice.

Working in Australia

Students working in Australia should be paid fairly for the work they do and work under reasonable conditions. Pay rates and workplace conditions are set by Australian law.

The Pay and Conditions Tool (PACT) provides information on pay rates, shift calculations, leave arrangements and notice and redundancy entitlements.

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

There are rules about what employees get at work, such as what hours they work and how often they have to have a break.

Your employer cannot cancel your visa

Only the Department of Home Affairs can grant, refuse or cancel visas. Visa cancellation is not automatic in circumstances where a visa holder has breached their visa conditions. If you are under consideration for visa cancellation, you will have the opportunity to provide reasons as to why your visa should not be cancelled.

It often helps to keep a diary of days and hours worked keep copies or records of employment details, pay slips, agreements and superannuation and tax documents.

Cambridge College Australia

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

PACT	https://calculate.fairwork.gov.au/
Work rights for visa holders	https://www.fairwork.gov.au/find-help-for/visa-holders-and-migrants
Employee entitlements	https://www.fairwork.gov.au/employee-entitlements
Check your pay	https://www.fairwork.gov.au/pay/minimum-wages
Workplace rights	https://www.homeaffairs.gov.au/trav/work/work/workplace-rights
Fair Work Ombudsman	https://www.fairwork.gov.au/how-we-will-help/how-we-help-you/help-us-keep-workplaces-fair

Safety

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

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

If you are planning to travel during your holiday breaks please ensure you are aware of any possible health risks for that area. For example, Far North Queensland visitors need to be careful to protect themselves from mosquito bites to avoid illnesses spread by mosquito bites. If you are worried check with a doctor prior to your travel to ensure you are aware of any possible health risks and you can then take preventative action.

If you have any difficulty assessing these links please advise CCA to enable us to assist you.

Health and safety	https://www.studyinaustralia.gov.au/english/live-in-australia/health-and-safety
Information about your personal safety, and what to do in an emergency	
Staying safe in Australia – Medibank	https://www.medibank.com.au/livebetter/health-brief/travel/staying-safe-in-australia/
Safety in the water	https://www.sbs.com.au/yourlanguage/hindi/en/article/2016/12/13/10-important-tips-how-stay-safe-water-australia
Dangerous animals	https://www.travelwheels.com.au/site/dangerous-animals-in-australia/
Staying safe	https://nomadsworld.com/7-tips-staying-safe-australia/
Safe travelling	https://www.worldnomads.com/travel-safety/oceania/australia

Cambridge College Australia

Life in Australia

There is a lot of information available online, including where you can visit, helpful tips, weather information and more

Live in Australia	https://www.studyinaustralia.gov.au/english/live-in-australia
Life in Australia booklet	https://www.homeaffairs.gov.au/trav/life/aust/life-in-australia-book

Download the version in your language.	
Brisbane weather	http://www.weatherzone.com.au/qld/brisbane/brisbane
Brisbane weather	http://www.bom.gov.au/qld/forecasts/brisbane.shtml
Gold Coast for visitors	https://www.destinationgoldcoast.com/
Gold Coast for residents	Http://www.goldcoast.qld.gov.au/default.html
Gold Coast attractions	https://www.tripadvisor.com.au/Attractions-g255337-Activities-Gold_Coast_Queensland.html
Discover Ipswich	https://www.discoveripswich.com.au/
Ipswich city	https://www.ipswich.qld.gov.au/about_ipswich
Railway museum	http://www.theworkshops.qm.qld.gov.au/
Toowoomba attractions	http://www.southernqueenslandcountry.com.au/destinations/toowoomba/attractions
Sunshine coast attractions	https://www.visitsunshinecoast.com/What-to-do/Things-to-do

Other resources

Overseas Student Ombudsman	http://www.ombudsman.gov.au/about/overseas-students
The Overseas Students Ombudsman investigates complaints about problems that international students have with private schools, college and universities (education providers) in Australia. There is information published in a variety of languages	
Provider default	https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500/education-provider-default
What to do if your education provider can no longer deliver the course you signed up for.	

Australian law

Public safety and law	https://www.australia.gov.au/information-and-services/public-safety-and-law
Travel advice for Australia	https://www.gov.uk/foreign-travel-advice/australia/local-laws-and-customs

Cambridge College Australia

Pre-arrival and Arrival information

Contact information

Address

Brisbane Campus - Level 5, 269 Wickham Street Fortitude Valley, QLD 4006

Gold Coast Campus - Southport Central Building 3G Level 4, 27 Garden Street Southport, QLD 421

Phone:

Web: cambridgecollege.edu.au

Email: enrol@cambridgecollege.edu.au

International Student Coordinator

Name:

Phone:

Email:

International Student 24 Hour Emergency Contact

Name:

Phone:

Email:

Important Telephone Numbers

Emergency

Police, Fire or Ambulance	000
Emergency (mobile phone)	112

Department of Home Affairs (DHA)

DHA locations	https://www.homeaffairs.gov.au/about/contact/offices-locations/australia
Make an enquiry	https://immi.homeaffairs.gov.au/help-support/contact-us
Hours	9:00 am to 4:00 pm Monday to Friday
Phone	131 881
Brisbane office	299 Adelaide Street, Brisbane Qld 4000

Health

Police, Fire or Ambulance	000
Hospital locations	https://www.myhospitals.gov.au/browse-hospitals/qld/brisbane/brisbane
Medical centres	https://www.truelocal.com.au/search/medical-centres/brisbane-city
Naturopaths	https://www.naturaltherapypages.com.au/natural_medicine/qld/brisbane-city/Naturopath
Naturopaths	https://www.truelocal.com.au/search/naturopathy/brisbane-qld

Chemists/ pharmacies	https://www.truelocal.com.au/search/chemists/brisbane-qld
----------------------	---

Cambridge College Australia

Transport

TransLink is a division of the Department of Transport and Main Roads with responsibility for buses, trains, ferries and trams across South East Queensland.

In order to travel on public transport in Brisbane, you will need to purchase a go card from Translink

Translink	https://translink.com.au/
Go cards	https://translink.com.au/tickets-and-fares/go-card
Taxis – Yellow cabs	Ph. 13 19 24 www.yellowcab.com.au/
Taxis – Black & White cabs	Ph. 133 222 https://www.blackandwhitecabs.com.au/

Public Facilities

Post office (GPO)	261 Queen Street, Brisbane City QLD 4000
Location of Automatic Teller Machines (ATMs)	https://www.truelocal.com.au/search/atm/brisbane-qld
Public telephone locations	http://envinsaonline.mapinfo.com.au/ppol/

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DHA website the Department of Foreign Affairs and Trade website has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Some Embassies/Consulates are listed below for your convenience:

China PR	(03) 9822 0604
India	(02) 6273 3999
Indonesia	(03) 9525 2755
Japan	(03) 9639 3244
South Korea	(02) 6273 3044
Malaysia	(03) 9820 0921
Taiwan	(03) 9650 8611
Thailand	(03) 9650 1714

Foreign embassies in Australia:

<http://dfat.gov.au/about-us/foreign-embassies/Pages/foreign-embassies-and-consulates-in-australia.aspx>

A complete list:

<https://protocol.dfat.gov.au/Public/MissionsInAustralia>

Cambridge College Australia

Arranging Travel:

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

Once you know your travel details you should advise CCA. You should fly into Brisbane International Airport.

Brisbane airport: <https://bne.com.au/>

The Brisbane campus is located approximately 20kms from Brisbane International Airport, about a 20-minute drive.

If students have arranged for their pick-up services prior to their arrival at the Brisbane International Airport, you will be met at the airport by an institute representative or pick up service. This will be an additional cost.

There is also a taxi rank outside the airport should the student wish to travel by taxi. Brisbane also has an Airtrain service from the airport to the city.

Airtrain: <https://airtrain.com.au/>

Before leaving home

Things to do:

- Apply for passport
- Arrange student visa
- Make contact with CCA
- Complete required CCA forms
- Make payments to CCA
- Arrange for immunisations and medications from doctor
- Apply for a credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance / OSHC
- Advise CCA of travel details
- Arrange accommodation
- Arrange transport from airport to accommodation
- Pack bags being sure to include the following:
 - Name and contact details of a CCA representative
 - Enough currency for taxis, buses, phone calls etc in the event of an emergency
 - Important documents:
 - This handbook
 - Passport
 - Letter of Offer
 - Confirmation of Enrolment (eCoE)
 - Certified copies of qualifications & certificates
 - Travel insurance policy
 - ID cards, drivers licence, birth certificate (or copy)
 - Receipts of payments made to CCA
 - Medical records and / or prescriptions

Cambridge College Australia

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

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

Upon Arrival in Australia:

- Call home
- Settle into accommodation
- Contact CCA
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation at CCA (compulsory)
- Advise CCA of your address, phone and email
- Get student ID card
- Advise health insurance company of address & get card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Get textbooks
- Start classes
- Apply for tax file number (if seeking work)
- Get involved in student life and associations (eg music, sporting and cultural clubs)
- Keep copies of all payments you make to CCA
- Keep a copy of your Letter of Offer which contains your student Contract

What to bring

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

Visiting Australia	https://www.homeaffairs.gov.au/Trav/Visi
What you can bring	http://www.agriculture.gov.au/travelling/arriving-in-australia
What you can't bring	https://www.homeaffairs.gov.au/FAQs/Pages/What-items-can-I-not-bring-into-Australia.aspx

Cambridge College Australia

Accommodation

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

You can find lots of convenient places to rent around Brisbane.

You can always log on to the internet and search through the following web sites to find suitable accommodation for you for example:

Share accommodation	http://www.realestate.com.au
Domain	http://www.domain.com.au
Homestay	http://www.studenthomestay.com.au
Room mate	http://au.easyroommate.com
House sharing	http://www.share-accommodation.net/index.htm
Homestay direct	http://www.homestaydirect.com.au

Sharing accommodation is very popular with international students. You should look for advertisements on campus notice boards and local newspapers. Expect that you will have to provide your own furniture when renting a house, apartment or bedsitter. Landlords require rent to be paid in advance and will require a security bond equal to one month's rent.

Bringing Family

Most student visas allow you to bring your family members to Australia as your dependents (check your individual circumstances). Family members include your spouse, and you and your spouse's dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia is high. You may have to consider and discuss many issues with your family.

DHA: <https://www.homeaffairs.gov.au/trav/brin>

Issues to Consider

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

Before making a decision to bring your family to Australia it is important to consider the following issues:

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

For more information visit the DHA

DHA: <https://immi.homeaffairs.gov.au/entering-and-leaving-australia/entering-australia>

Cambridge College Australia

Child Care

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

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

Schools

If you would like to bring your children to Australia with you, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependants of international students undertake formal schooling while they are in Australia. The cost of schooling will vary from school to school so you need to contact the school directly for their prices.
2. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate visa for your child.
3. The Diplomatic Mission in your country can tell you which State schools are registered to take international students. Fees are usually payable by international students at all State schools.
4. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationery.
5. When choosing the most appropriate school for your child, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes.
6. You should also take into consideration the distance from the school to your education institution, the suburb in which you intend to live and the method of transport you plan to use.

Schools in Brisbane

There are two types of schools in Australia – State schools and independent schools.

QLD schools	https://schoolsdirectory.eq.edu.au/
Australian schools directory	https://www.australianschoolsdirectory.com.au/

Overseas student health cover (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for international student visa holders for the duration of your studies. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

How do I get OSHC?

When applying for your student visa you will be asked to provide evidence of having OSHC for the entire duration of your stay in Australia. You cannot arrive until you have OSHC organised and evidence of the same. If you do not buy your OSHC through CCA you must provide evidence of your insurance no later than at Orientation.

Students can also purchase their OSHC through their Education Agent or contact us directly, however evidence will be required during enrolment that students have sufficient cover.

Cambridge College Australia

Only Australian health funds that have signed an agreement with the Australian Government

can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending you will be required to join one of these four registered health funds.

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

CCA uses Allianz as our preferred OSHC provider and we can arrange a quote for you for the duration of your studies.

Some students may be exempt from purchasing OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia.

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

Allianz	https://www.oshcallianzassistance.com.au/
Department of Health	https://www.privatehealth.gov.au/health_insurance/overseas/overseas_student_health_cover.htm
Department of Education	https://internationaleducation.gov.au/Regulatory-Information/Documents/OSHC%20fact%20sheet%20-%20for%20education%20providers.pdf

Cambridge College Australia

Studying with Cambridge College Australia

Courses for international students

You can find information about which courses are available to international students here:

CCA	https://cambridgecollege.edu.au/study/
CRICOS	http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderCode=01796F

Accredited Training Programs

Accredited programs are competency based which means that training and assessment focus on the development and recognition of a person’s ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for particular workplace activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in Training Packages available at

training.gov.au.

training.gov.au	https://training.gov.au/Organisation/Details/31730
CCA	https://cambridgecollege.edu.au/study/

CCA only delivers our courses face to face for a minimum of 20 hours per week

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

Fees are subject to change.

CCA has no agreements with any other party in the delivery of any of its courses

There is no work-based training associated with our courses.

Course credit/ RPL

Course credit is exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.

Students that already have a Statement of Attainment for a Unit of Competency may apply for Course Credit. Course credit may reduce the length of a student’s course.

Students that believe they already have the skills and knowledge required to demonstrate competency can request Recognition of Prior Learning (RPL). RPL may reduce the length of a student’s course.

CCA requires students to complete the Application for Recognition of course credit/ RPL form for assessment by the relevant trainer/ assessor. Evidence is required to substantiate previous knowledge/ qualifications.

CCA may require students to complete an assessment to demonstrate competency.

If CCA grants the student course credit/ RPL which leads to a shortening of the student’s course before the student visa is granted, the CoE will indicate the actual net course duration for the course.

If course credit/ RPL is granted after the student’s visa is granted, any change of course duration will be reported to DET via PRISMS within 14 days after the event as specified under the ESOS Act.

For further information about Course Credit please see our course credit policy, available on our website.

CCA downloads: <https://cambridgecollege.edu.au/downloads/>

General entry requirements

English courses

- 18 years old
- Pass the CCA internal English placement test on first day of study

Other courses

- 18 years old
- IELTS 5.5 or equivalent
- Year 12 High School or equivalent

Cambridge College Australia

Legislation and policies

Legislation

The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is a register of Australian education providers that recruit, enrol and teach overseas students.

Registration on CRICOS allows providers to offer courses to overseas students studying in Australia on student visas.

Legislation relating to Education Services for Overseas Students (ESOS):

ESOS Act 2000	https://www.legislation.gov.au/Series/C2004A00757
ESOS Regulations	https://www.legislation.gov.au/Series/F2001B00153
National Code	https://www.legislation.gov.au/Series/F2017L01182

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

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

For further information on Australian Legislation and how it affects International Students visit the Department of Education and Training (DET).

DET	https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx
International student fact sheet	https://docs.education.gov.au/node/39586

Other legislation/ regulations

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

Policies and procedures

For the latest policies and procedures, please go to our website or request a copy from reception.

CCA policies and procedures: <https://cambridgecollege.edu.au/downloads/>

The following policies are available:

- Refund policy
- Complaints and appeals policy
- Critical incident and evacuation policy
- Overseas student transfers
- Policies regarding Attendance, monitoring course progress
- Deferring, Suspending or Cancelling the Overseas Student's Enrolment

Note that CCA does not enrol international students under 18 years of age

Cambridge College Australia

Student Code of Behaviour / Rules

1. CCA prohibits the use of illegal drugs, the consumption of alcohol, and the possession of prohibited or dangerous articles at any course
2. Mobile Phones and Pagers should be turned off before entry into classrooms or any training/assessment environment unless prior arrangements have been made with the trainer or person in charge.
3. Students must follow the directions of their teacher/ trainer at all times
4. Students are required to wear appropriate safety clothing and use equipment safely
5. Students must not use inappropriate or offensive language, signs or gestures
6. Violent behaviour will not be tolerated.
7. Weapons cannot be carried onto CCA premise
8. Racist behaviour will not be tolerated
9. Sexual harassment will not be tolerated
10. English is to be spoken during class and on campus at all times
11. Fees must be paid as per the due date on the agreement/invoice
12. An individual's property is to be respected and not interfered with, without prior consent. Look after your own possessions, CCA accepts no responsibility for personal property lost or stolen
13. Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
14. No aggressive physical contact or verbal abuse is to occur between any persons at any time.
15. Smoking is not permitted inside training facilities, Australian Law must be followed
16. Drinking alcohol is not permitted inside training facilities.
17. Eating or drinking is not permitted in any space other than the designated areas.
18. Clothing and behaviour should be appropriate and not cause offence to anyone.
19. Students MUST advise CCA of any change to their contact details including address, mobile number, email & emergency contact details, within 7 days of the change.
20. Students are expected to be genuine/bona fide students in Australia to study and complete their course/qualification and therefore must attend class and progress in their course. Refer our Course Progress and Attendance Policies for further details. All disciplinary matters will be handled by the Director and/or CEO.