

This document is to be given to: students

SPECIAL NOTE TO STUDENTS

1. Students have an obligation to notify the College of any change in their address while enrolled in the College's course.
2. The student is required to read the College's attendance policy and procedures. The College expects the student to attend classes in line with its attendance policy and that attendance below 80% will result in the student being reported for unsatisfactory attendance, subject to the outcome of any appeals. The student needs to inform the College if at any stage there is a legitimate reason for the student not attending class.
3. The student is required to achieve satisfactory course progress and complete the course within the duration specified in the CoE. Unsatisfactory course progress will result in the student being reported for unsatisfactory course progress, subject to the outcome of any appeals.
4. The College will also make our best effort to endeavour in helping the students through their course to successful completion in case they miss coming to classes due to unforeseen circumstances on compassionate and medical grounds. To help the student in this regard, the College has intervention classes and resources on our intranet for the student to catch up. In addition the College uses a buddy system as additional help. The College has bilingual and multilingual trainers and counsellors to help further assist the students.
5. Students are required to read the description of ESOS framework which is available at the website (<https://www.internationaleducation.gov.au>)
6. All information provided by the student including personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition may be made available to Australian Government and designated authorities and if relevant, the Tuition Protection Service (TPS) and the TPS Director, pursuant to obligations under the ESOS Act 2000 and the National Code. The College's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies. Students have an obligation to notify the College of a change of address while enrolled in the course.
7. The College reserves the right to cancel or defer courses, and to alter course timetables and class locations without notice. If the College cancels, terminates or defers any course, the student will be refunded the amount of course money the College received in accordance with the Education Services for Overseas Students Act 2000. The refund will be provided within 2 weeks of the default date.
8. The College can only defer or temporarily suspend the enrolment of the student on the grounds of:
 - a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes), or
 - b. misbehaviour by the student.

The student will be warned that deferring, suspending or cancelling his or her enrolment may affect his or her student visa and this will be notified to the Secretary of DIBP via PRISMS as required under section 19 of the ESOS Act where the student's enrolment is deferred, temporarily suspended or cancelled.

9. Appeals and Grievance Policies and Procedures

General Rules:

The College has a process in place for lodging a Formal Complaint or Appeal if the matter can not be resolved informally.

- A) The College keeps a written record of the complaint or appeal including its outcome.
- B) Each complainant or appellant has an opportunity to formally present his or her case at minimal cost to him or herself.
- C) Each party may be accompanied and assisted by a support person at any relevant meetings.
- D) The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome.
- E) The process commences **within 10 working days** of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

For more details, please refer to the attached 'Procedure for Complaints'.

10. Refund Policies:

See the attached 'Enrolment Conditions and Refund Policy'.

11. Students will find the College's Policies and Procedures, Conditions of Enrolment including 'Refund Policy', courses, the requirements under ESOS Act and other information on our website (<http://www.oxford-college.com.au>).

NOTE: PLEASE SEE THE COLLEGE'S DOCUMENTS TITLED 'POLICY AND PROCEDURES FOR MONITORING STUDENT COURSE PROGRESS' AND 'POLICY AND PROCEDURES FOR MONITORING STUDENT ATTENDANCE' INCLUDING THE 'INFORMATION FOR STUDENT' PACKAGE.

12. Our College informs students about services on employment rights and conditions and also where to make a complaint such as the Fair Work Commission and the Fair Work Ombudsman.
Contact details of Fair Work Commission:
Website: <https://www.fwc.gov.au/>
Email: sydney@fwc.gov.au
Phone: 1300 799 675
Contact details of Fair Work Ombudsman:
Website: <https://www.fairwork.gov.au/>
Phone: 13 13 94 (or international number on +61 2 6141 1387.)
13. Our College takes reasonable steps to provide a safe environment on campus and give students information on:
a) seeking assistance and reporting incidents impacting on their wellbeing
b) safety and awareness relevant to life in Australia.
NOTE: Please refer to 'ORIENTATION MANUAL'.