



STUDENT HANDBOOK 2023

SPC Brisbane
CRICOS CODE 03600G

G'day mate!

As a new student at SPC Brisbane, we want your stay with us to be as pleasant as possible. We strongly encourage you to take some time to plan exactly what you would like to achieve while you are here. We hope you make the best of this opportunity to immerse yourself in both the language and our unique and diverse Australian blend of cultures.

Please read this handbook carefully, as it contains important information about your enrolment, life in Queensland, and your rights and responsibilities.

Information about SPC Brisbane

Address:	Level 5/138, Albert Street Brisbane QLD 4000
Phone:	07 3211 4488
Email:	havefun@spcgroup.me
Reception hours:	Monday to Friday: 8:15am to 5pm

Public Holidays

SPC Brisbane is closed on public holidays and for 1 week at the end of the year over the Christmas & New Year's period. (25 Dec 2023 - 01 Jan 2024)

New Year's Day	Monday, January 2023
Australia Day	Thursday, 26 January 2023
Good Friday	Friday, 07 April 2023
Easter Saturday	Saturday, 08 April 2023
Easter Sunday	Sunday, 09 April 2023
Easter Monday	Monday, 10 April 2023
Anzac Day	Tuesday, 25 April 2023
Labour Day	Monday, 1 May 2023
Ekka People's Day	Wednesday, 16 August 2023
Monarch's Official Birthday	Monday, 2 October 2023
Christmas Eve	Monday, 25 December 2023
Christmas Day	Tuesday, 26 December 2023

Study details

Student Support

Reception: 07 3211 4488

Key Staff

Beyden Dingle	Campus Manager
Beyden Dingle	Academic Manager
John Hunt	Principal Executive Officer
Amy Nishikubo	Reception
Ginevra Benucci	Homestays and Activities
Jacey Le	Marketing

Wifi setup

Connect to: SPC_Main

Password: Behotiyuja

Counselling

SPC Brisbane provides students with professional counselling on a range of issues such as academic progress, attendance and student welfare. Our counsellors are experienced and friendly!

Student Notice Boards

The SPC Brisbane noticeboards are used in the lobby to display activities. Noticeboards in the kitchen give information about share-accommodation, jobs and For Sale notices. Ask at reception if you wish to display a notice.

Contact emergency health services

<https://eshealth.com.au/>

Phone: 1300 703 703

Assistance with any legal matters

<https://www.legalaid.qld.gov.au/>

Phone: 1300 65 11 88

For life-threatening emergencies, call 000

Study details

Activities

On most school days, SPC Brisbane will run activities after class from 3:15. There will also be whole school activities on Fridays. Please note that activities will depend on student numbers.

Social Media

Events, promotions and pictures will be posted regularly. Be sure to like and follow.

Instagram: @spc_brisbane

Facebook: SPC Brisbane – English Language School

You Tube: SPC Group

Student Server

You can save your files, pictures, homework, presentations or whatever to our student server. Connect from anywhere by going to 'spcbrisbane.quickconnect.to'. Username is 'student'. Password is 'SPCstudy1'.

Opening hours:

The school will be open from 8:15am. If you have issues such as the need for administration support, changing addresses etc, it is good to arrive at 8:30am. Closing hours are 5pm, but night classes will continue to 9:15pm.

Class timetable: Daytime

Class hours will be divided into 3 sessions of learning. Timetable may vary.

Session 1: 9am – 10:30am.

Session 2: 10:45 – 12:30pm

Session 3: 1:15 – 3:00pm.

Class timetable: Evening

Class hours will be divided into 2 sessions of learning.

Session 1: 4pm – 6:30pm

Session 2: 6:45 – 9:15pm

Please note that these times may change depending on your class and may change in the future. Your teacher will inform you of any changes.

Study details

Attendance:

You are required to attend a minimum of 80% of classes for your visa requirements. The remaining 20% should be used only for sickness or emergencies. If your attendance is low, you will receive counselling, warnings and ultimately could be reported to the government, specifically the Department of Home Affairs (DHA).

Your day will be measured into 5 hours of study from Monday to Thursday. **If you are absent from class for any classroom hour for more than 15 mins, you will be marked absent for that hour.**

Testing:

Another requirement of your visa is that you progress in your English learning. We measure your progress with tests every 5 weeks (General English) or every 4 weeks (IELTS). A level of General English goes for 10 weeks, so it is expected that you pass every second block test in GE (65% pass mark) and every third test in IELTS. If you do not pass these tests, you will receive counselling, warnings and ultimately could be reported to DHA.

Holidays and changes:

If you wish to make changes to your study period, for example, if you want to change your study break dates, please give at least **2 weeks warning**. You can notify reception if you want to make this change.

Accommodation:

If you need to find a share house or other accommodation, we recommend www.flatmates.com.au .

Life in Queensland

With beautiful scenery, laid back people, wonderful weather, and activities to suit anyone, Queensland offers a fantastic life for international students.

Climate

Queensland has a sub-tropical climate with warm summers and mild winters. Average temperatures range from 21°C to 31°C in summer, and 9°C to 19°C in winter.

Cost of Living

The Australian dollar is about 30% lower than the American dollar and the cost of living in Queensland is very reasonable no matter where you live. For example, a loaf of bread costs about \$3; a kilo of rice costs about \$2.00 and milk costs about \$1.30 per litre.

Translink (Transport Information)

You will need to pay the adult fare on public transport. For bus, train, and ferry information, please contact Translink.

13 12 30 www.translink.com.au

Tickets and Go Card

You cannot buy daily, weekly, or monthly paper tickets in Brisbane. You can only buy single tickets or use your Go Card, which is the cheapest and most convenient way to travel.

As an example, a single adult bus ticket, zone 1, Brisbane is \$2.70 with a Go Card (off peak) and \$4.90 without.

This card can be used for travel on buses, trains, and ferries in Brisbane. It allows you to top-up the amount on your card at bus, train, and ferry stations and also at many newsagents and convenience stores. Using a Go Card is cheaper than buying single tickets. Don't forget to "touch on" when you get on and "touch off" when you get off.

Pre-paid buses

Several peak hour bus routes operate on a cashless system. You need a Go Card or paper ticket to catch these buses. Pre-paid buses will have the letter P next to the route number on the front of the bus. Currently, they only operate during peak hours (generally between 7am and 9am and between 4pm and 6pm) and on peak commuter routes.

Cycling

There are cycling lanes and areas for parking bicycles in cities across Queensland. You are required by law to wear an approved, correctly fitted and fastened bike helmet at all times.

Life in Queensland

Driving your own car or motorbike

You need to have a license to drive in Queensland. If your license is in a language other than English, you should carry a recognised English translation of the license. Please contact Queensland Transport (www.transport.qld.gov.au) if you have any questions about driving with an overseas license.

Any car/motorbike you own must be registered before you drive it on the road. You must register it in your name and provide the Transport Authority in the State or Territory where you live with your driver's license details and your residential address in Australia.

If you are driving your own car or motorbike, it is essential that you take out the insurance to cover you in the event of an accident. It is important that you have insurance as the cost of repairs or medical bills could seriously affect your ability to stay in Australia. Also, it is a requirement of registration that you have Compulsory Third Party (CTP) Insurance. This covers you for any personal injury you might cause another person in an accident.

ATMs

Most banks have machines (ATMs) that will accept major credit cards from overseas. You can immediately withdrawn cash from your overseas bank account at ATMs displaying the Cirrus logo (if your ATMcard has international access).

Bank accounts

Many banks have "Student Accounts" which contain no or minimal fees for transactions. To open a bank account, you will need your passport (with arrival date stamped by Australian Immigration), visa, student ID and money to deposit into the account (this can be as little as \$10).

If you need assistance with banking or help with opening a new account in Australia, please ask a member of staff for help.

Working in Australia

Depending on your visa, you may be allowed to work in Australia, however before engaging in any job, make sure you understand the conditions applying to your visa.

Tax File Number (TFN)

You must obtain a Tax File Number to be able to work in Australia. A TFN is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN, your employment will be taxed at the highest personal income tax rate, which will mean less money in your pay each week.

You can apply for your TFN online at www.ato.gov.au and if you need assistance, join the SPC Brisbane JobWorkshop activity.

Taxation Returns

Taxation returns are lodged at the end of the Australian tax year, which runs from 01 July to 30 June. You can lodge your tax returns online using e-tax (free service), by mailing a paper tax return or by paying a registered tax agent to complete and lodge the return for you.

Life in Queensland

Superannuation

If your monthly wage is more than \$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed. To check your eligibility to claim your superannuation and to apply for your payment, visit www.ato.gov.au/departaustralia. You will need to provide details of your superannuation fund.

Libraries

You can join one of the many libraries around Brisbane, and membership is free. To join, visit your local library and show your passport, SPC Brisbane Student ID Card and proof of your current residential address. For proof of your current residential address, SPC Brisbane can provide a letter stating your current address and contact details. If you require this letter, please see one of the administration staff and they will help you.

ID Cards

Student ID Cards will be ready the day after your orientation.

Refund & Cancellation Policy

See Appendix

Textbooks

The school will provide a textbook for your use during your study. Please do not write on the book. If you write in, damage, or lose it, you will be charged a fee.

Health & Safety on Campus

Fire

In the case of a fire, follow your class teachers' instruction and use the stairs to meet at the back of the building. Do not stand in front of the building. Meet with your teachers and get your name marked off the roll.

No Smoking

Smoking is prohibited in all parts of the campus.

No Alcohol

No alcohol is allowed to be brought into or consumed in the campus.

Report all incidents, accidents & hazards

If you have an accident, or see somebody have an accident, please report it to Student Services or a member of staff. If you see something that is dangerous and might cause an accident, please report it to Student Services or a member of staff.

Health & Safety in Australia

Please be aware that we are concerned about your safety while you are studying here. It is important that you never receive lifts from strangers or walk around alone at night. If you need to catch trains or buses at night, it is good to walk to the station with someone else in well-lit areas as much as possible. If you feel threatened in any way, by anyone, please tell someone such as your teacher or a member of staff.

Think Before

The following website shows you a short YouTube video of some of the dangers of being an international student. Please take the time to watch it. It is fun and informative.

www.thinkbefore.com

Culture Shock

It is normal for students to feel isolated and lonely at times after coming to Australia, especially on arrival and around times that are celebrations in your home-country. In addition, you may be concerned about family members or friends. We call this culture shock in English. If you are feeling sad or alone, you can talk to your teacher or any other staff member. Remember we are here to help.

Drink Driving

If you are going to drink alcohol, do not drive. If your blood alcohol limit is more than 0.05, you are breaking the law and penalties range from having demerit points added to your license and receiving a fine to losing your license and going to jail, depending on how far over the limit you are.

Queensland Tobacco Laws

Since 1 September 2016, smoking has been banned at, and within 5 metres of all public transport waiting points.

A public transport waiting point is defined as:

- A bus stop, bus shelter, bus station or bus lay-by
- A taxi rank, limousine rank or limousine standing area
- A ferry terminal, jetty, pontoon or landing for ferry services
- A transit terminal for public passengers.

The smoking ban includes the use of all smoking products, including electronic cigarettes.

Life in Queensland

Beach Safety

- Always swim or surf at a beach patrolled by lifesavers. Swim between the red and yellow flags marked on the beach.
- Always swim under supervision or with a friend
- Read and obey the signs
- If you are unsure of the conditions, ask a lifesaver
- Don't swim directly after a meal
- Don't swim under the influence of alcohol or drugs
- Don't run and dive in the water
- Conditions change regularly, so check before you enter the water
- Put your hand up for help- if you get in trouble in the water, stay calm and raise your arm to signal for help

Sun Safety

Australia has the highest rate of skin cancer in the world.

You can reduce your risk of skin cancer and protect your skin by following six simple steps:

1. Minimize your time in the sun between 10 a.m. to 3 p.m.
2. Seek shade
3. Wear suitable clothing that provides good sun protection
4. Choose a broad brim hat that will protect your face, neck, and ears
5. Wear UV protection sunglasses
6. Apply 30+, broad spectrum, water-resistant sunscreen at least 20 mins before you go out into the sun

Life in Queensland

Immigration Department

General Enquiries: 131 881

Address: Ground Floor, 299 Adelaide St, Brisbane QLD 4000

Opening hours: Monday to Friday from 9am to 4pm

Overseas Student Health Cover (OSHC)

Allianz: Enquiries and Claims: 13 67 42

Visitor Information & Booking Centre

Queen Street Mall Enquiries: 3006 6200

Information about living in Queensland, jobs and accommodation

www.realestate.com.au www.seek.com.au

Additional Services

Abortion Grief Counselling (do not refer for abortions) - 1300 363 550

Alcohol & Drug Information (24h counselling) - 1800 177 833

Animal Disease Watch Hotline (Emergency) - 1800 675 888

Australian Search & Rescue - 1800 815 257 (Aviation) / 1800 641 792 (Maritime)

Child Safety, Department of - 1800 177 135

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

Coroner's Office (Brisbane) - (07) 3239 6193

Domestic & Family Violence (Telephone counselling and refuge referral) - 1800 811 811

Funeral Directors (Brisbane Funeral Care) - 1300 008 653

Gamblers Anonymous - 1800 002 210

Gamblers Counselling Service (Amima - Brisbane) - (07) 3161 4377

Gay/Bisexual Mens' HIV/AIDS & Sexual Health Information - 1800 155 141

Gay & Lesbian Counselling and Information (7 days: 7pm - 10pm) - 1800 184 527

AIDS/HIV & Sexual Health Information Service (QuAC) - 1800 177 434

Interpreting Service - 131 450

Kids Help Line - 1800 55 1800

Legal Services Commission - 1300 655 754

Lifeline (24h Counselling) - 131 114

Narcotics Anonymous - 1800 002 210

Poisons Information Centre - 131 126

City Police Station (46 Charlotte St) - (07) 3258 2582

Police Beat Shopfront (Travelex, 67 Adelaide St) - (07) 3224 4444

Pregnancy Counselling Link (all pregnancy and post-abortion issues) - 1800 777 690

Quitline (Smoking cessation counselling - 24 hours) - 137 848

Sexual Assault Service (IWSS) - (07) 3846 5400

Sexual Health Clinic (CBD 7 Day Medical Centre) - (07) 3211 3611

Statewide Sexual Assault Helpline - 1800 010 120

Course Structure

Calendar of Events

Social activities in the first week:

On Monday, you are required to attend an orientation. This is an important chance to find out more information about the college and your course, meet other new students and learn more about your course requirements and future opportunities.

Social activities throughout the year:

SPC Brisbane provides regular extra activities, both social and academic. Check the calendar at the reception and on Facebook and sign up. This is a great way to get to know the area, new people, practice your English and stay healthy and stress-free.

Expectations

At SPC Brisbane we expect all students to follow the rules and treat each other with respect.

Studying in Australia

Teaching techniques at SPC Brisbane may be very different from the way you were taught in other countries and this can come as a surprise to some students. When learning a language, it is important to make mistakes. We learn by making mistakes, so don't be afraid to try.

Keys to Academic Success

SPC Brisbane's homework policy helps you to achieve maximum progress in the short time you are here. Successful completion of nightly homework allows us to monitor not only your English progress but also your level of effort.

English ONLY is a requirement of the college. It is implemented to allow you to have a full immersion English experience. You may find it difficult in the first few days but keep an open mind and you will learn to love it. Speaking your mother language is ONLY permitted outside the building.

Under the National Code 2018, SPC Brisbane's obligation to ensure the safety and well-being of an international student enrolled in an SPC Brisbane program is important. SPC Brisbane has a commitment to procedural fairness regarding a person's rights, interests, or legitimate expectations unless there are exceptional circumstances. The following is a summary of the key responsibilities for students.

Academic Performance

- Students must maintain satisfactory results in all classes to continue in the program.
- Students must abide by the College Rules of Behaviour and the school policy on information technology and Internet use.
- SPC Brisbane monitors the student's performance and informs the Department of Home Affairs (DHA) if the student's results are not satisfactory.

Course Structure

At SPC Brisbane we believe it is important for staff and students to be respectful and courteous with each other. We do not accept bad behaviour, verbal or physical abuse, or sexual or racial harassment. Students with unacceptable conduct may be excluded from attending class.

SPC Brisbane Main Rules

1. English only at all times
2. Minimum 80% attendance
3. No alcohol on campus
4. Maintain satisfactory course progress

SPC Brisbane runs classes on a continuous basis. The duration of a cycle is 10 weeks for General English, and 24 weeks for IELTS, but you may enter at any Monday within this period. All courses are 20 hours per week.

Assessment

Block test assessment occurs on Wednesdays.

You will be tested on the past block's course content (the previous 5 weeks of study).

Movement to a higher-level class will depend on your test scores.

Your movement to a higher-level class will be decided by the Academic Manager. If you are not satisfied with the outcome of your assessment, follow the Complaint Procedure in this handbook.

Homework

Homework at SPC Brisbane is compulsory. Teachers will provide you with regular homework.

Policies & Procedures

International Student Refund Policy

In the event of a refund, you fill out a “Refund Form”, which must be handed in at reception or emailed, together with any supporting documents. Any refund will be paid within four weeks of SPC Brisbane receiving this notice of cancellation.

Enrolment fees, Overseas Student Health Cover, and homestay placement fees are non-refundable.

Cancellation of Enrolment

28 days or less before course commencement

If you have paid less than 30% of your tuition fees, there is no refundable amount. If you have paid more than 30% of your tuition fees, your refundable amount will be anything you have paid over the 30%.

On or after course commencement

There will be no refund unless the Executive Director decides that exceptional circumstances apply.

Due to visa refusal

The refundable amount will be 5% of the total amount of pre-paid fees that have been received by SPC Brisbane to a maximum of \$500.

Provider Default

If SPC Brisbane is unable to deliver your course in full, you will be offered a refund of all the course money paid. The refund will be paid within 4 weeks of the date from which the course stopped being provided. Alternatively, you can be enrolled in another SPC Brisbane course at no extra cost within 14 days.

Who receives the refund?

You do, unless you choose another person.

For full details, see Appendix.

Academic Policies & Procedures

Attendance

International students holding a Student Visa are required to achieve a minimum of 80% attendance. SPC Brisbane must report any students with attendance below this to the Department of Home Affairs.

SPC Brisbane staff will keep accurate records of your attendance throughout your course, and you will be notified when your overall attendance falls

- A first notice of warning will be given when the overall attendance is between 85% and 90%.
- A second notice of warning will be given when the overall attendance drops between 80% and 85%.
- If attendance falls below 80%, without evidence of compassionate or compelling circumstances, you will receive a letter informing you that SPC Brisbane intends to report you to DHA and how this may affect your student visa.

After receiving notification that SPC Brisbane intends to report to DHA, you have 20 working days in which to appeal. If you do not appeal within this period, or if your appeal is rejected, SPC Brisbane will notify DHA.

If, at any time during your course, you are absent for more than five consecutive days without telling the school, you will receive a warning letter and be advised to make an appointment to discuss any problems with the attendance administrator or student counsellor.

So that SPC Brisbane can contact you to assist with, and notify you of, any attendance issues, it is important that you do the following:

- Notify SPC Brisbane of any changes to your contact details.
- Notify SPC Brisbane if you are sick by email (academic2@spcbrisbane.me)
- Provide your teacher with a medical certificate for any absence due to illness if possible.

For full details, see Appendix.

Academic Policies & Procedures

Academic Progress

Students Visa holders are also expected to have satisfactory academic progress throughout their course. Students with unsatisfactory course progress may be reported to DHA.

For General English, unsatisfactory progress means scoring below 65% in any 3 consecutive proficiency tests, or consistent failure to participate or hand in set tasks and homework. Proficiency tests occur every 5 weeks.

For IELTS students, unsatisfactory progress means scoring below the average score level expected for the level in which you are studying, in any 3 consecutive 4-weekly proficiency tests.

SPC Brisbane will keep accurate records of your academic performance, and, if you become at risk of unsatisfactory progress, you will be counselled by the Academic Manager. Optional assistance will be offered to you to rectify the situation.

If academic performance does not improve, or gets worse in the following test, you will be given a final warning letter that your performance will be reported to DHA. Should you choose to appeal the decision to the Academic Manager, you must do so within 20 working days.

If there are no reasonable ground for this continued lack of academic performance, DHA will be notified in no more than 10 working days after the decision. If the appeal is successful, you will be monitored over the following 6 weeks ending with either improvement in performance or reporting to DHA.

For full details, see Appendix.

Complaints & Appeals

Complaints and Appeals Procedure

We are confident that you will enjoy your time at SPC Brisbane, but if there is anything you are not happy with, we want to know about it and help in any way we can.

Complaints

Complaints may be made over the telephone or in person (or by email). SPC Brisbane Staff will attempt to address these problems immediately. If this is not possible, you will be asked to submit your complaint in writing.

Alternatively, you have the right to present your case to SPC Brisbane management. If so, you have the option to be assisted by a support person of your choice.

A response, solution or referral in writing will be completed within 28 calendar days and you will be given a written statement of the decision and any reasons.

Appeals

If you do not agree with an educational or administrative decision made by SPC Brisbane, you have the right to appeal it. If you disagree with a grade or assessment, your teacher will discuss the issue with you. If this does not resolve the problem, another teacher or the program coordinator will provide a second opinion.

If these negotiations do not resolve the problem, you can provide a written appeal to the PEO or Academic Manager. This must be done within 28 days of the initial grade or assessment which is being appealed. SPC Brisbane will provide a decision within one month of receiving this letter.

If you need independent advice you can contact the Overseas Students Ombudsman or the Brisbane Counselling Centre (BCC).

Overseas Students Ombudsman contact details are:

Address: Level 22, 215 Adelaide Street, Brisbane QLD 4000

Phone: 1300 362 072

BCC's contact details are:

Address: Level 7, 87 Wickham Tce, Brisbane QLD 4000

Phone: +61 7 3831 4452

E-mail: admin@brisbanecounsellingcentre.com.au

For full details, see Appendix.

Terms and Conditions of Enrolment, 2023

Enrolment and payment process:

1. Please read the Student Handbook available on www.spcbrisbane.com including course information details and conditions of enrolment. 2. Complete the form and return to wecare@spcgroup.me 3. SPC Brisbane will issue a Letter of Offer (LoO) including your course details, fees, methods of payment and terms and conditions to you/your agent 4. Payment for all fees and charges must be cleared into SPC Brisbane's bank account at least 4 weeks before the start date or enrolment may be cancelled. If you are applying through a special promotion, please follow additional conditions as stated on the promotional flyer. 6. SPC Brisbane will issue pre-arrival confirmation 2 weeks before your arrival, please ensure all information provided is correct, if there is an error, please contact the SPC Brisbane enrolment team immediately 5. It is your responsibility to keep a copy of this enrolment form as well as all payment receipts for all tuition and non-tuition amounts.

Conditions of Enrolment

The applicant:

- understands and accepts all policies, terms and conditions of enrolment;
- understands that they must maintain approved accommodation arrangements and health cover;
- understands that there cannot be a change of school during the course without a written letter of release from SPC Brisbane;
- understands that information collected before and during enrolment is done to meet SPC Brisbane's obligations under the ESOS Act and the National Code 2018 as well as ensuring student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the Education Services for Overseas Students Act 2000 amended 2012, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018. The information collected can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the International Student Tuition Protection Scheme (TPS) Fund Manager. In other circumstances information collected can be disclosed SPC Brisbane may consider any suspension of a student's enrolment if SPC Brisbane is satisfied that such circumstances exist and that are beyond the control of the student which include life without consent where authorized or required by law. This information may include personal and contact details, course enrolment details and changes, and circumstances of any suspected breach of a student visa condition;
- agrees that SPC Brisbane can share information about their course and progress with their parents and agents;
- acknowledges SPC Brisbane's timetables and class locations are subject to change at any time without notice.
- understands and agrees to pay the updated the future year's fees in the case of not finalizing full payment within 2021.
- understands fees must be paid by the due date and the need to maintain a valid enrolment.

English course students:

- understand that they will be tested on commencement of course and placed in a class at the appropriate English language level;
- understand that they must attend at least 80% of their English courses, complete all class work, assignments, activities and assessments in order to maintain satisfactory progress within the maximum specified time allowed to complete the course qualification and failing to do so will result in them being reported to the Australian Government (student visa holders only);

Appendix

International Student Refund Policy

1.0 Purpose

This policy is to outline the refund arrangements for international students of SPC Brisbane. It is made available to students via the written agreement and the SPC Brisbane website.

2.0 Background

The need for a formalised refund policy is referenced in the ESOS Legislative Framework, including the ESOS Act 2000, Amendment 2011 concerning the Tuition Protection Service.

The National Code of Practice for Providers of Education and Training to Overseas Students 2018 states:

National Code, 2018, Standard 3 Formalisation of Enrolment and Written Agreements

1. The registered provider must include in the written agreement the following information, which is to be consistent with the requirements of the ESOS Act, in relation to refunds of tuition fees and non-tuition fees in the case of student default and provider default:

- 1.1. amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider)
- 1.2. processes for claiming a refund
- 1.3. the specified person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act

3.0 Definitions

DHA- Department of Home Affairs

Enrolment Fee- a charge levied on the student to cover the administrative costs of enrolling the student

Pre-Paid Tuition Fee- course fees paid by the student in advance of commencing their studies

Provider Default- when, for whatever reason, SPC Brisbane fails to provide the course to the student

Student Default- when the student elects not to proceed with their course at SPC Brisbane

4.0 Policy & Procedures

4.1 Student Default

The student must fill out a "Refund Form" which must either be handed to the reception staff at SPC Brisbane or emailed to gday@spcgroup.me together with any supporting documents (i.e. DHA visa refusal letter flight tickets, medical certificate etc.).

Any refund will be paid within a period of four weeks after the official day of default/ cancellation which is the receipt of written notice of cancellation by the student.

Under the legislation, refunds will only be paid to the person who entered into the contract with SPC Brisbane, unless the person who entered into the contract gives written direction to SPC Brisbane to pay

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the refund to someone else (for example, their designated emergency contact).

The student will be informed prior to enrolment that they are not required to pay more than 50% of their course tuition fees prior to commencement unless the student chooses to pay a greater amount.

4.1.1 Cancellation of enrolment- General rule (29 days or more before commencement)

If written notice is received 29 days or more before the date of course commencement, then:

- Enrolment Fee- Enrolment fees are non-refundable. In the event that the enrolment fee was waived or discounted as a promotion, \$200 will be charged for administration costs on cancellation. This will be deducted from the prepaid fees.
- OSHC- SPC Brisbane will not refund Overseas Student Health Cover (OSHC) if the health cover certificate has already been issued. Students may have to apply directly to Bupa.
- Homestay Placement Fee- Accommodation placement fee is not refundable. If a student cancels his/her accommodation and airport pick-up booking before arrival, refund of homestay fee is subject to the homestay provider's company's refund policy.

4.1.2 Cancellation of enrolment 28 days or less before commencement

If written notice is received 28 days or less before the date of course commencement, then any refund is calculated:

- As per general rule (see above), plus
- A Part Refund
- o If the student's pre-paid tuition fees is 30% or less, there will be no refundable amount.
- o If the student's pre-paid tuition fees is more than 30%, the refundable amount is the excess of 30%.

4.1.3 Cancellation of enrolment on or after the date of course commencement

If written notice is received on or after the date of course commencement, there will be no refund of any moneys paid unless the Executive Director deems that exceptional circumstances apply.

SPC Brisbane is under no obligation to refund any course fees paid if:

- the student cancels after the student has started his or her course.
- a student's visa is cancelled by DHA because of poor attendance/ academic course progress.
- the student arrives at SPC Brisbane later than the agreed start date or does not start their course on time as per SPC Brisbane's Non-Commencement Policy.

4.1.4 Cancellation of enrolment due to visa refusal

Refund of unspent tuition fees under Section 47(E) of the ESOS Act in other cases: this refund relates to student default in case of visa refusal:

SPC Brisbane will refund all pre-paid tuition fees less the following:

The lesser of:

- 5% of the total amount of pre-paid fees that we received in respect of the student for the course before the default day; or
- The sum of \$500

SPC Brisbane will notify ASQA and the TPS Director of student default within 5 business days, and of the outcome of discharge of obligations to said student within 7 days of the end of the default period.

4.2 Provider Default

If SPC Brisbane defaults, it will notify ASQA and the TPS Director within 3 business days, and will notify the students in writing within the same timeframe.

In the event that SPC Brisbane is unable to deliver the course in full, the student will be offered a refund of all the course money paid. The refund will be paid within 4 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by SPC Brisbane at no extra cost within 14 days. The student has the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If the student chooses placement in another course, the student will be asked to sign a document to indicate that the placement has been accepted. SPC Brisbane will notify ASQA and the TPS director of this outcome within 7 days.

If SPC Brisbane is unable to provide a refund then the school will, under the (TPS) Tuition Protection Service, place the students in a suitable alternative course at no extra cost, unless students choose a more expensive alternative course.

If SPC Brisbane cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager

Appendix

Attendance Monitoring Policy

1.0 Purpose

This policy has been defined primarily as a requirement to meet the National Code Standard 8 – Overseas Student Visa Requirements.

It will be made available to and followed by all SPC Brisbane staff members involved on the ELICOS delivery and course development.

International students who are Student Visa holders are required to attend a minimum of 80% of tuition time, and as a provider, SPC Brisbane is responsible for maintaining and monitoring attendance records. Students whose attendance falls below 80% must be reported to DHA through PRISMS, under section 19 of the ESOS Act.

The Academic Manager, acting through the teachers and welfare counsellor, has the responsibility to ensure that students complete all course requirements within the expected duration of their CoE. To this end, SPC Brisbane views the maintenance of accurate student records as being critical to the success of the college and an essential part of fulfilling SPC Brisbane's statutory obligations.

In instances where the records indicate that students are deemed at risk of not meeting course requirements, SPC Brisbane's academic intervention strategy will be triggered.

2.0 Background

Monitoring student's attendance is referenced in the National Code Standards 8. National Code Standard 9 also refers to the student's completion within the expected duration of study.

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018

Schools, ELICOS and Foundation Programs: course progress and attendance requirements

8.6 The registered provider of a school, ELICOS or Foundation Program course must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying:

8.6.1 requirements for achieving satisfactory attendance for the course which at a minimum must be 80 per cent—or higher if specified under state or territory legislation or other regulatory requirements—of the scheduled contact hours

8.6.2 the method for working out minimum attendance under this standard

8.6.3 processes for recording course attendance

8.6.4 details of the registered provider's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent

8.6.5 processes for determining the point at which the overseas student has failed to meet

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satisfactory course attendance

Reporting unsatisfactory course progress or unsatisfactory course attendance

8.13 Where the registered provider has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:

8.13.1 notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance

8.13.2 informs the overseas student of the reasons for the intention to report

8.13.3 advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

8.14 The registered provider must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

8.14.1 the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or

8.14.2 the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or

8.14.3 the overseas student has chosen not to access the external complaints and appeals process, or

8.14.4 the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

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

8.15.1 for school, ELICOS and Foundation Program courses, the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply

3.0 Definitions

ELICOS – English Language Intensive Courses for Overseas Students

DHA – Department of Home Affairs

PRISMS – Provider Registration and international Students Management System

ESOS – Education Services for Overseas Students Act 2000

Compassionate or compelling circumstances – are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing, as defined in SPC Brisbane's policy on Deferment, Suspension, and Cancellation.

4.0 Policy

4.1 Context

Monitoring the student's attendance allows SPC Brisbane to identify and offer support to those at risk of not completing their studies within the expected duration of study and who are at risk of failing to meet attendance requirements.

After intervention and the appeals process, SPC Brisbane will report students who are not meeting satisfactory course attendance to DHA, under Section 19 of the ESOS Act.

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4.2 Notification

At the time of enrolment, students are advised of the course attendance requirements as part of their written agreement with SPC Brisbane and are also advised of the possible consequences of poor attendance. All students at the time of enrolment are asked to sign an agreement which includes an undertaking to maintain at least an 80% attendance rate.

Information on course attendance requirements is included in the international student handbook, the orientation presentation, and posted on the notice boards in each classroom, including information on:

- The 80% attendance requirement
- The consequence of not maintaining satisfactory attendance
- The requirement to notify the provider if they change their contact details
- The requirement to notify the provider if the student is sick
- The requirement to provide a medical certificate for absence due to illness
- Students are advised again verbally during the first day's orientation session

Information on study period durations is communicated to the student via the SPC Brisbane Written Agreement.

5.0 Procedures

5.1 Contacting students

All attempted communication with students must be registered and saved against the students file on TEAMS and a hard copy placed on their file.

- Attempts to contact students shall be made via:
 - SPC Brisbane Student Email address
 - Telephone number and sms.
 - Face to face
 - Via the student's private email
 - Via the student's agent (last resort)

5.2 Recording Student Attendance

SPC Brisbane ELICOS teachers, in conjunction with student administration staff, will record each student's attendance in class, on the class roll, hourly during the class. Attendance records will be maintained in the student management system (STARS).

At their induction, teachers are clearly instructed as to accurate roll keeping practices and also as to the significance of marking and initialling the rolls accurately.

Medical certificates provided by students are received by the class teacher, attached to the roll, and kept on the student's file for reference.

5.3 Student Attendance Monitoring , Counselling and Reporting to DHA via PRISMS

SPC Brisbane staff will ensure that accurate attendance records are kept for all students, and that they maintain a satisfactory attendance level while studying at SPC Brisbane. At all times the aim is to ensure that the student is not suffering from any problems that may be causing the unsatisfactory attendance. The student's welfare is always the main concern.

A four-step process is undertaken to ensure that the student is given every opportunity to maintain their required course attendance.

1. A first notice of warning is sent out to students when their overall attendance has fallen to between 85% and 90% of scheduled course contact hours. This initial warning is communicated via the student's SPC Brisbane student email account, advising them of current attendance and suggesting that the student make an appointment with the Attendance Administrator/Student Counsellor to discuss any issues which may be impacting on their ability to maintain a satisfactory rate of attendance. A copy of the warning is saved and any communication logged.
2. If the student's attendance issues persist and their overall rate falls to between 80% and 85% of scheduled course contact hours, a second notice of warning is sent out. This warning stresses the urgency of the situation and is communicated via the student's personal and student email accounts, advising them of current attendance and suggesting that the student make an appointment with the Attendance Administrator/Student Counsellor to discuss any issues which may be impacting on their ability to maintain a satisfactory rate of attendance. A copy of the warning is saved and any communication logged.
3. If the student's overall attendance falls below 80% of the overall course attendance requirement, and there is no documented compelling or compassionate evidence which can explain the absence in question, and the situation cannot be rectified within the scheduled course duration, a letter informing the student that SPC Brisbane intends to report them to DHA, along with a copy of SPC Brisbane's Complaints and Appeals Process, is sent to the student. The student will also be told that this may affect their student visa.
4. If the student fails to respond within 20 working days, or if the student's appeal is not upheld and any subsequent external appeal is rejected, or if the student gives SPC Brisbane a written notice of withdrawal from the Appeals process, under Section 19 of the ESOS Act, SPC Brisbane will notify DHA via PRISMS. SPC Brisbane will only uphold an appeal where the student's attendance is at least 70%, and where evidence is provided of compelling or compassionate grounds.

NB: Either or both of Steps 1 and 2 may be omitted, depending on the length of a student's enrolment. Once a student has fallen below 80% of the overall course attendance and the situation cannot be rectified or explained by documented compelling or compassionate evidence, an immediate notice of intention to report the student to DHA will be issued.

5. To assist in monitoring the reporting timelines, the Attendance Monitoring officer completes the Attendance Tracker in order to ascertain when a student should be reported to DHA.
6. If no response is received from the student within the appeals period, or if the student withdraws

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from the appeals process, or the external appeal has a negative outcome, or no result is received within the 20 day external appeals period, the Attendance Monitoring officer notifies the student and their agent of the outcome, then refers the case to the Prisms Officer and the Executive Director.

7. The PEO reviews the case, then, within a reasonable period, in the context of this policy, authorise the Prisms Officer to report the student to DHA for poor attendance.
8. The Attendance Monitoring officer must notify the PEO if any case remains outstanding for longer than 20 days after the internal appeal decision.

5.4 Student Absence for a consecutive period of five days

If a student is absent without approval (e.g. without approved holidays) for more than five consecutive days, the student is sent a warning letter advising them of the potential ramifications of continued absence. The student is advised to make an appointment to discuss any problems with the Attendance Administrator/Student Counsellor.

5.5 Notation of Students Attendance at completion of course

Students' attendance records are stated on their end of course Statement of Attainment as either Satisfactory or Unsatisfactory. Students who receive a satisfactory attendance comment must have attended more than 80% of classes.

Students who request an Attendance Certificate at any time are issued with one. The certificate shows the actual attendance of students as a percentage of the total required attendance to that date. A note will be taken of the students who take approved holidays and these periods will not be recorded as absences.

5.6 Monitoring Student Attendance

All ELICOS Teachers are responsible for marking the hard copy roll for each teaching session. Student Administration is responsible for entering the attendance data into the student management system STARS.

5.7 Monitoring Periods

Attendance is monitored over the entire enrolment period, up to a maximum of 24 weeks.

Academic Progress Policy

1.0 Purpose

This policy has been defined as a requirement to meet Standard 8 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 and Standard P4 of the ELICOS standards 2018. It will also be available and followed by all SPC Brisbane (SPC Brisbane) staff members involved in the delivery of ELICOS courses.

Like all education providers, SPC Brisbane is required to systematically monitor the progress of student visa holders and also to have a documented intervention strategy for any student who is at risk of not completing course requirements. Students whose course progress is deemed unsatisfactory, and who do not respond positively to the implementation of SPC Brisbane's academic intervention strategy, must be reported to DESE through PRISMS.

Under the terms of the National Code, 2018, course progress must be assessed as "at the end point of every study period". For SPC Brisbane, assessment takes place every 5 weeks and is collated and monitored over each 10-week module.

Prior to, and again at the commencement of their course, students are advised of SPC Brisbane's course progress requirements and of the consequences of not meeting progress requirements. Students are also advised of how to access SPC Brisbane's complaints and appeals process in the event they may wish to appeal a decision made by SPC Brisbane's academic management staff.

2.0 Background

Monitoring Course Progress is referenced in the National Code, 2018 Standard 8 and the ELICOS Standards 2018

National Code Standard 8 – Monitoring Course Progress

1. The registered provider must have and implement a documented policy and process for monitoring and recording course progress for the overseas student, specifying: requirements for achieving satisfactory course progress for the course; processes for recording and assessing course progress details of the registered provider's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress.

ELICOS Standards 2018 Standard P4 – Assessment of ELICOS students

P4.1 Policies and procedures for the assessment of students provide them with optimal opportunities for achieving successful outcomes from their courses. Providers must clearly outline assessment policies and procedures, which must provide for formative and summative assessment, and clear identification of assessment outcomes as they relate to progress through the course.

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3.0 Definitions

Study Period – SPC Brisbane defines a study period, or module, as a period of 10 weeks for General English and 9 weeks for IELTS test preparation.

Monitoring is the activity taken by the teacher and Academic Manager whilst following up on student performance and progress throughout the course

Recording is the activity taken by the teacher whilst recording the student's progress.

Unsatisfactory progress is defined as follows:

For General English, unsatisfactory course progress is defined as below a pass (65% across all four macro-skills) for the class level at which the student is studying, in any 3 consecutive proficiency tests, or consistent failure to participate or hand in set tasks and homework over a module. Proficiency tests are conducted every 5 weeks.

For IELTS students, unsatisfactory course progress is defined as recording a score below the average score level anticipated for the level (eg level 1 or level 2) in which the student is studying, in any 3 consecutive 9-weekly proficiency tests.

Intervention is the strategy used by SPC Brisbane to assist students who are falling under the minimum level of satisfactory progress as defined in this document.

DHA - Department of Home Affairs

4.0 Policy

4.1 Context

Monitoring the course progress of students allows the provider to identify and offer support to those at risk of not progressing or completing their studies within the expected duration of study.

After intervention and the appeals process, SPC Brisbane will report students who are not making satisfactory course progress to DHA.

4.2 Responsibility

SPC Brisbane's PEO, through the Academic Manager, is responsible for the implementation of this strategy, and also ensuring that staff members and students are aware of and following this policy.

The Academic Manager, acting on advice from the teaching staff is responsible for monitoring the course progress of students and ensuring that all relevant outcomes, such as test results, are recorded on student files.

4.3 Records and Counselling

In accordance with the National Code, 2018, SPC Brisbane staff ensure that accurate academic records are kept for all students. These include records of set assignments and all tests. Staff undergo a thorough training in the maintenance of academic records at their induction.

The purpose of these records is to both to enable an accurate assessment of the student's performance to be made at course completion and to satisfy DHA requirements. Records of performance on each test will be recorded electronically for each student and also recorded on the prescribed forms and kept in individual academic progress files. These records are used to complete periodic reports as necessary and to inform decisions regarding academic performance. They are to be used in conjunction with any academic counselling records.

Feedback is given to students after each test, as well as SPC Brisbane Class Teacher Counselling Interviews if required. Feedback is given by the class teacher, as they will already understand and relate to the students' language ability. Where the students' language ability is at a weak level, feedback will be given on a one-to-one basis. Where the students' ability is at an IELTS 4 equivalent or above feedback may be given in the form of a progress report or written comments on test papers such as essays etc. Teachers will always be available for one-to-one counselling after class.

4.4 Unsatisfactory Course Progress

Where there is unsatisfactory progress as defined above, students are counselled by the teacher or the Academic Manager in the form of an Intervention (see below). If the student has an education agent, the agent is also advised of the situation. The student is also advised of the possible ramifications of their lack of performance via a warning letter (ELICOS Progress Warning Letter 1).

If the situation is not rectified, and the student continues to underperform on tests over the next 5 weeks, then a final counselling session is arranged, and the student is advised in writing (ELICOS Progress Warning Letter Final) that their performance is to be reported to DHA. At this point they are also informed of the appeals process.

4.5 Intervention

To ensure that students' progress can be monitored properly, records of all regular tests and reports are kept in a central file for easy access. In addition, teachers are advised to inform the Academic Manager whenever a student's performance is deemed to be at risk of becoming unsatisfactory.

If a student has been identified as being at risk of failing to demonstrate satisfactory course progress, the teacher must be able to demonstrate this with concrete examples (e.g. test records, written reports on participation levels, examples of task or assignment work, etc.).

In the instance of a student being at risk of underperforming, it is a requirement under the terms of the National Code of Practice for Registered Authorities and Providers of Education and Training to Overseas Students 2018, that SPC Brisbane must undertake an intervention strategy to circumvent the problem.

5.0 Procedures

5.1 Monitoring Arrangements

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- As the person responsible for monitoring course progress, the Academic Manager ensures that all summative test records are properly and accurately recorded and filed after each five-weekly test (GE), 6-weekly test (Business English) or 9-weekly test (IELTS Preparation).
- Teachers meet with the Academic Manager as required to discuss the summative and any relevant formative results of any at risk students.
- During the course, based on the on-going assessment results, teachers monitor the academic progress of their students and counsel them as required. A record of any counselling sessions is filed with the student record.

5.2 Intervention Strategy

- Any student who is deemed to be at risk in terms of academic progress over a 10-week period is counselled by the Academic Manager. Possible ramifications, including potential reporting to DHA, will be outlined to the student in the form of the ELICOS Progress Warning Letter 1.
- Optional assistance in the form of additional homework, transfer to an easier class, or additional 1:1 assistance (extra fees may be incurred for this option) are offered at this point.
- A report of the assistance offered or provided is kept on the student's file.
- The student's performance is then monitored carefully by the class teacher in consultation with the Academic Manager. Regular counselling sessions are provided as deemed necessary.

5.2 Reporting Poor Progress and Appeals

- If the student's academic performance fails to improve, or deteriorates further over the course of the following 5 weeks, then the student is advised through a final warning letter that their poor performance will be reported to DHA via PRISMS
 - The student is asked to provide any grounds for the continued lack of performance and may appeal the decision to the Academic Manager if such grounds exist.
 - The Academic Manager advises the student that they have a right of appeal and provides appropriate guidelines for such an appeal. Please see SPC Brisbane's Complaints and Appeals Policy.
 - Such an appeal must be in writing, stating the grounds for any lack of satisfactory performance.
 - It must be provided within 20 working days of the notification being given to the student.
 - If there are no reasonable grounds for the continued lack of performance, then the appeal is rejected then the PEO notifies DHA via PRISMS as soon as practicable, but not more than 10 working days after the decision.
 - If there are reasonable grounds (such as a family bereavement, etc), then the monitoring, assistance and counselling process may be repeated over the following 6 weekly module ending with either an improvement in performance or eventual reporting to DHA via PRISMS by the PEO

Complaints and Appeals Policy

1.0 Purpose

This policy provides the framework to give any learner the opportunity to put forward a complaint or appeal against any perceived unfair treatment or assessment, or any other grievance. It is available in a plain English version via the student handbook on the website and is also placed on noticeboards in classrooms.

It also ensures that students have a fair, inexpensive means of appealing decisions, procedural matters or any issues that directly relate to the successful completion of their course, or, for international relations, in relation to the conditions of their CoE.

2.0 Background

SPC Brisbane will provide an effective complaints and appeals policy as referenced in the National Code 2018 Standard 10. SPC Brisbane will ensure their domestic and international students have the right to natural justice protected through access to professional, timely, inexpensive and documented complaints handling and appeals processes.

National Code 2018 Standard 10: The registered provider must have and implement a documented internal complaints handling and appeals process and policy, and provide the overseas student with comprehensive, free and easily accessible information about that process and policy

3.0 Definitions

Complaint - A cause or reason for complaining; a grievance.

Appeal - Where a student is not satisfied with the outcome of an assessment, or wishes to dispute a SPC Brisbane decision, he/she may 'appeal' or question the decision. The assessment may be reviewed and possibly be changed if deemed necessary. In the case of more serious concerns, such as being reported to the Department of Home Affairs (DHA), the appeal may be upheld or rejected.

DHA - Department of Home Affairs

4.0 Policy

4.1 Context

It is in the interest of the college and the students to resolve any student grievances or disputes quickly and judiciously. In order to inform the students of the grievance processes, this policy will be made available on the SPC Brisbane website via the SPC Brisbane Student Handbook (in simplified language), and reiterated during the student's Orientation. It will also be available on request.

Questions relating to refunds, money or visas which are not able to be dealt with by the Student Contact

Officer will be passed on immediately to the PEO. However, if the grievance is related to class work, the student's first stop will always be the classroom teacher. All student grievances will be dealt with in a timely and courteous manner. At all times, the student has the option of registering a formal complaint at reception.

5.0 Procedures

5.1 Appeals

Students have the right to appeal decisions they believe are unfair, whether educational or administrative in nature. If there is a dispute about an assessment or grade, the teacher will meet with the student to explain the reasons for the outcome. If, after this meeting, the issue is still unresolved, the teacher will seek a second opinion from another teacher, or the program coordinator, and will advise the student of the outcome.

Where a decision cannot be resolved satisfactorily through informal negotiation, the student can lodge a written appeal with the PEO or Academic Manager within twenty-eight days of being notified of the decision.

5.2 Appeals Timeframes

The SPC Brisbane appeal period for results is 28 calendar days from the return of the assessment item to the student. Where a student is not satisfied with the assessment outcome provided, they are required to put their appeal in writing to SPC Brisbane within 28 calendar days of the decision and to provide examples where possible.

SPC Brisbane will ensure that the re-assessment and determination occur within 1 month of receiving an appeals letter.

The SPC Brisbane appeal timeframes for attendance and course progress matters are outlined in 5.3 below.

5.3 Appeals Procedure – Assessment Results

SPC Brisbane will arrange for the assessment to be marked by a second teacher or assessor. The Academic Manager (or their representative) will then review the two assessment results and make a determination.

SPC Brisbane will advise the learner of the determination (including reasons for the conclusion) in writing.

SPC Brisbane will maintain a log of all appeals received and the outcomes.

5.4 Appeals Procedure – Reporting to DHA (International Students only)

- If a student does not agree with a decision made by SPC Brisbane which results in the student

being reported to DHA, they are informed of the following procedure via an attachment to their final warning letter. This policy is also available on the SPC Brisbane website.

- The student contacts SPC Brisbane Reception, who will make an appointment to speak to the Attendance Administrator or Academic Manager to discuss the appeal.
- At the appointment, the student has the opportunity to discuss their reasons for failing to meet course requirements and raise any concerns or ask any questions they may have. In addition, the Attendance Administrator or Academic Manager will explain any further stages in the appeals process.
- The student is asked to submit a letter of appeal that outlines all of the reasons why they believe they should not be reported to DHA. They are advised to attach any documentation to this letter that they believe will support their appeal.
- The student is advised that the appeal deadline is within 20 working days of the reception of their final warning letter. The Attendance Administrator, Academic Manager or PEO then reviews the appeal and makes a decision whether to accept or reject it as soon as practicable. A written decision will then be provided to the student in a timely manner.
- If their internal appeal is rejected and the student still disagrees with SPC Brisbane's decision, they are advised on how to make an external appeal (see 5.5).

5.5 External Appeals

Any student who requires independent advice or mediation can contact the Overseas Students Ombudsman or the Brisbane Counselling Centre (BCC).

Overseas Students Ombudsman contact details are:

Address: Level 22, 215 Adelaide Street, Brisbane QLD 4000

Phone: 1300 362 072

BCC's contact details are:

Address: Level 7, 87 Wickham Tce, Brisbane QLD 4000

Phone: +61 7 3831 4452

E-mail: admin@brisbanecounsellingcentre.com.au

5.6 Complaints Procedure

Complaints may be made over the telephone or in person (or by email). SPC Brisbane Staff will attempt to address these problems immediately. If this is not possible, the complainant will be asked to submit their complaint in writing using the required Complaints and Appeals form, which is available at Reception. Students are required to submit their complaint in writing after an unsuccessful attempt has been made to deal with the complaint over the telephone or in person. A copy of the letter of complaint is to be filed on the relevant learner's file. Alternatively, students have the right to formally present their case to the appropriate managerial agent, at no charge. At this meeting, students may elect to be

accompanied and assisted by a support person of their own choosing. Afterwards, a written summary of the student's case will be drawn up and kept on his or her file.

All written complaints or summaries of formal presentations are to be logged in the Complaints Log. The log will include the following information:

- Date received.
- Brief description of complaint.
- Staff member dealing with the complaint.
- Date of response, solution or referral.
- Brief description of response, solution or referral (i.e. how the complaint was solved and or the action taken).
- Evidence present in student admin file (note from telephone conversation, copy of letter of complaint etc)

5.7 Timelines

- o A response, solution or referral in writing will be completed within 28 calendar days of the appeal.
- o Where SPC Brisbane considers more than 28 calendar days is required to process and finalise the complaint then SPC Brisbane:
 - o informs the student in writing, including reasons why more than 28 calendar days are required; and
 - o regularly updates the student on the progress of the complaint.

5.8 Outcomes

The complainant will be given a written statement of the outcomes, including the reasons for the decision.

A summary of the complaints received and the actions taken is to be presented and discussed at relevant departmental team meetings by the PEO or Academic Manager.

Any complaints which have led to a change in policy, procedure or other aspect of the college are to be recorded in the relevant department's Continuous Improvement Log.