



BARKLY



Barkly International College Pty Ltd T/A Barkly International College
CRICOS NO: 03136D | RTO NO: 22238 | ABN: 22 132 320 195

ELICOS STUDENT HANDBOOK

STUDENT TECHNOLOGY



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Welcome to Barkly International College!

Dear ELICOS Students,

Welcome to Barkly International College! We are thrilled to have you join our community and embark on this exciting educational journey with us. Studying English in Melbourne, a city celebrated for its cultural diversity and vibrant lifestyle, is a unique and enriching experience.

At Barkly International College, we are committed to providing you with a high-quality education and a supportive learning environment. Our English Language Intensive Courses for Overseas Students (ELICOS) are designed to help you achieve your language goals and fully engage with your studies, your peers, and the broader Australian community.

Our dedicated and experienced faculty and staff are here to support you every step of the way. We believe in fostering a welcoming and inclusive atmosphere where every student can thrive. From the moment you start your course, you will be part of a community that values respect, diversity, and the pursuit of excellence.

Your time at Barkly International College will be filled with opportunities to develop your language skills, make new friends, and immerse yourself in Australian culture. We encourage you to take full advantage of these opportunities and make the most of your time here.

Thank you for choosing Barkly International College. We look forward to supporting you in achieving your academic and personal goals.

Best wishes for your studies and beyond!

Warm regards,

Evelin Cruz

Chief Executive Officer



OUR STORY

Barkly International College Pty Ltd is a Registered Training Organisation located in the heart of Melbourne CBD, Australia, with 15 years of experience in the Vocational Education Sector. We strive to offer affordable and high-quality education and training that lead to real career outcomes. Our flexible approach to delivery and assessment supports the college's Vision and Mission Statements.

VISION



We Open Opportunities and We Inspire Success

MISSION



Barkly International College is dedicated to excellence and innovation in teaching, assessment and learning outcomes of its students. BIC welcomes and supports students from all over the world and contributes in the transfer of knowledge and develops high quality scholars in their commitment and pursuit of excellence.



PURPOSE OF THE ELICOS STUDENT HANDBOOK

The information contained in this document has been developed to assist students who are considering undertaking a course with Barkly International College (BIC) to understand their rights and responsibilities. We want to ensure that, as a student, you have access to all the relevant information as you embark on your learning experience. This document will help you make informed decisions and understand how you can seek assistance when needed.

We invite all students to share our vision of accessible and inclusive education. At BIC, we are committed to providing opportunities for everyone to access and participate in learning, enabling all students to achieve their learning outcomes.

BIC is dedicated to maintaining the highest ethical standards in all our operations. We undertake to act with integrity at all times, ensuring that our activities are conducted honestly, fairly, and accurately to provide genuine value to our clients and students.

Student Induction & Acknowledgement

Before deciding to apply to study at BIC and completing and signing your enrolment form, please ensure that you have thoroughly read this handbook and understand all its contents.

If there is any information you do not understand, we strongly encourage you to contact us at info@barklycollege.vic.edu.au, call **(03) 9600-2996** or please feel free to visit us in person at Level 1, 377 Lonsdale St, Melbourne 3000 to speak with one of our friendly team members at Barkly International College.

By completing, signing, and submitting your application form, you are acknowledging that you have read and understood the contents of this handbook.

Thank you for choosing Barkly International College. We are excited to support you on your educational journey.

Before we delve into the details of your course, let's take a moment to explore Australia and Melbourne, Victoria—places where you might soon be living!!



A LITTLE ABOUT AUSTRALIA

Australia, the world's sixth-largest country, is renowned for its stunning natural landscapes, diverse wildlife, and vibrant cities. From the iconic Sydney Opera House and Great Barrier Reef to the expansive outback and lush rainforests, Australia offers a unique blend of urban sophistication and natural beauty. The country is known for its high quality of life, friendly people, and multicultural society, making it a welcoming destination for international students. With a strong emphasis on education, Australia is home to numerous world-class universities and institutions that attract students from all over the globe. Whether you're interested in exploring its rich cultural heritage, enjoying outdoor adventures, or pursuing academic excellence, Australia provides a dynamic and enriching environment for all.

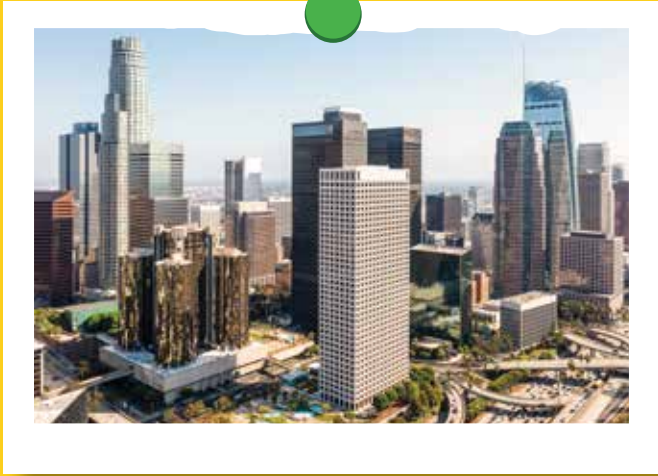
ABORIGINAL CULTURE

Aboriginal culture is one of the oldest living cultures in the world, dating back over 60,000 years. Indigenous Australians have a rich cultural heritage that includes diverse languages, traditions, and spiritual beliefs deeply connected to the land. Their art, storytelling, dance, and music are integral to their cultural expression and are used to pass down knowledge through generations. The Dreamtime, or Dreaming, is a central concept in Aboriginal spirituality, describing the creation period when ancestral beings shaped the world. Aboriginal culture is an essential part of Australia's identity, offering profound insights into the country's history and deep connections to the natural environment.



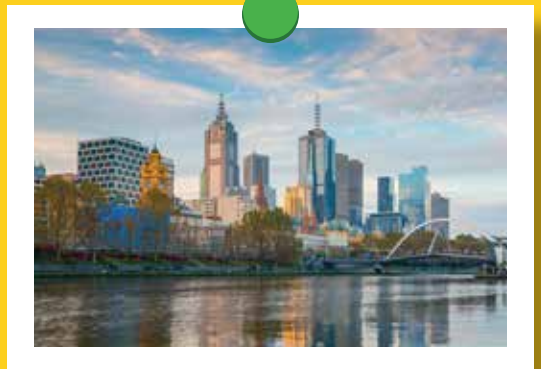
MELBOURNE, VICTORIA

Melbourne, the capital city of Victoria, is known for its vibrant culture, diverse population, and rich history. Often referred to as the cultural capital of Australia, Melbourne is famous for its world-class arts, music, and culinary scenes. The city boasts numerous galleries, museums, theatres, and music venues, offering a dynamic and engaging cultural experience.



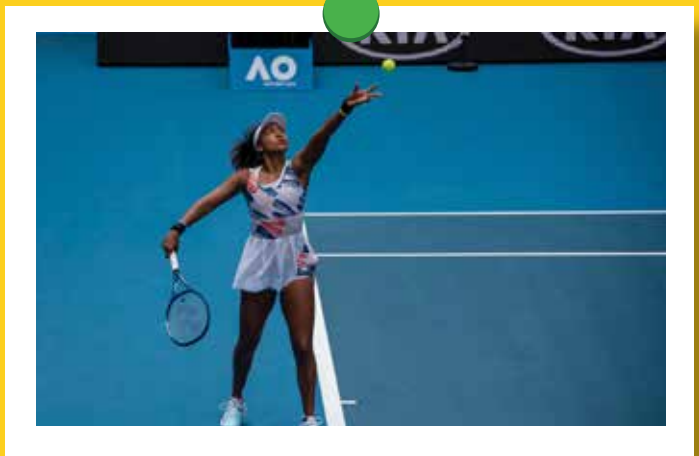
Education Hub

Melbourne is home to some of Australia's leading educational institutions, attracting students from around the globe. The city's universities and colleges are renowned for their high academic standards and innovative research programs, providing an enriching environment for learning and personal development.



Sporting Capital

Known as the sporting capital of Australia, Melbourne hosts major international events such as the Australian Open (tennis), the Melbourne Cup (horse racing), and the Formula 1 Australian Grand Prix. The city is also home to several professional sports teams and state-of-the-art sporting facilities.



Country Victoria

Rural Victoria offers a picturesque and serene contrast to the bustling city life of Melbourne. Known for its stunning natural landscapes, vibrant agricultural communities, and rich cultural heritage, rural Victoria provides a unique and enriching experience for those looking to explore beyond the urban centers.



Natural Beauty

Rural Victoria is home to a diverse range of natural attractions, including national parks, forests, mountains, and coastal areas. Iconic destinations such as the Great Ocean Road, the Grampians, the Murray River, and the High Country offer breathtaking scenery and numerous opportunities for outdoor activities such as hiking, camping, fishing, and boating.



LIVING IN MELBOURNE

Melbourne, the capital of Victoria, is a dynamic and expansive city situated on the Yarra River and around Port Phillip Bay. Known for its beautiful beaches and water sports facilities, Melbourne offers a vibrant blend of natural beauty and urban sophistication. The city is renowned for its extensive parks, gardens, and sporting venues, reflecting Australia's commitment to utilizing its natural resources and space.

Cultural and Economic Hub

Melbourne is a world-renowned center for culture, arts, finance, and communications. The city is well-connected with an international airport, a major cargo and passenger seaport, and comprehensive rail links to neighboring states. Its cultural landscape is enriched by its diverse population, with one-quarter of Melburnians born overseas. This multicultural makeup, encompassing over 100 ethnic groups, contributes to Melbourne's rich tapestry of cuisines and cultural experiences.

Australians deeply value the cultural diversity and social sophistication that international students bring to our campuses and communities. We are committed to supporting international students as they adapt to life in Australia, ensuring a smooth transition and integration into our vibrant society.

In return, international students benefit greatly from their education in Australia, gaining not only valuable knowledge and skills but also forming lifelong friendships and connections. We believe that this exchange enriches both students and the broader Australian community.

Population and Layout

With a population of approximately 5.2 million, Melbourne is a sprawling city, with suburbs extending up to 50 kilometers from the city center. The central business district, located on the banks of the Yarra River and just 5 kilometers from Port Phillip Bay, is the heart of the city, featuring world-class department stores, historical architecture, theaters, galleries, and arts centers.



Transport

Melbourne boasts an excellent public transport system, including trams, trains, and buses, providing extensive coverage throughout the city and its suburbs. This network makes it easy to navigate and explore the various neighborhoods and attractions.

Lifestyle and Attractions

The city is renowned for its vibrant culinary scene, often referred to as the culinary capital of Australia. With over 2,300 restaurants, bistros, and cafes, Melbourne offers a vast array of international cuisines. The bustling Chinatown and streets dedicated to Vietnamese, Japanese, Italian, and Greek food provide diverse dining options, catering to all tastes and budgets.

Melbourne is also conveniently located near beautiful beaches and the Victorian mountain regions, where skiing is popular during the winter months. Whether you're interested in exploring the city's rich cultural offerings or enjoying outdoor activities, Melbourne provides a unique and exciting environment for both residents and visitors.

Climate

Melbourne experiences a temperate oceanic climate, with four distinct seasons. Summers are warm, with temperatures ranging from 14°C to 25°C, while winters are cool, with temperatures ranging from 6°C to 14°C. The city is known for its variable weather, often experiencing "four seasons in one day."

Festivals and Exhibitions

Melbourne is renowned for its rich cultural scene. The city hosts numerous festivals, exhibitions, and events throughout the year, such as the Melbourne International Comedy Festival, Melbourne Food and Wine Festival, and the Melbourne Cup. The city's vibrant arts scene includes galleries, theaters, and music venues, providing ample opportunities for cultural engagement.

Dining and Entertainment

Melbourne's culinary scene is diverse and dynamic, with a wide range of dining options from high-end restaurants to casual cafes and street food. The city is famous for its coffee culture and multicultural cuisine, offering everything from Italian and Thai to Ethiopian and Moroccan. Melbourne also boasts a lively nightlife, with numerous bars, clubs, and live music venues.

Parks and Recreation

Melbourne is known for its beautiful parks and green spaces, including the Royal Botanic Gardens, Carlton Gardens, and Fitzroy Gardens. These areas provide great spots for outdoor activities, relaxation, and social gatherings. The city also offers access to nearby natural attractions, such as the Great Ocean Road and the Yarra Valley.

Safety

Melbourne is considered a safe city with low crime rates. However, it is always important to take standard safety precautions and be aware of your surroundings.

Healthcare

Melbourne has a well-developed healthcare system, with numerous public and private hospitals, clinics, and health services available. International students are required to have Overseas Student Health Cover (OSHC) while studying, which provides access to medical services and support.

Cost of Living

The cost of living in Melbourne can vary depending on your lifestyle and accommodation choice. While Melbourne is known for its relatively high cost of living, budgeting and planning can help manage expenses effectively. Key costs include rent, utilities, transportation, food, and entertainment.

Costs of Living for International Students in Victoria

1. Accommodation

- ◆ Shared Apartment/House: AUD 150 - 400 per week
- ◆ Student Accommodation: AUD 200 - 600 per week
- ◆ Homestay: AUD 200 - 450 per week

2. Utilities

- ◆ Electricity, Gas, Water: AUD 30 - 70 per week
- ◆ Internet: AUD 20 - 60 per week

3. Food

- ◆ Groceries: AUD 80 - 250 per week
- ◆ Eating Out: AUD 15 - 30 per meal

4. Transportation

- ◆ Public Transport (Myki Card): AUD 30 - 70 per week
- ◆ Bicycle/Car Expenses: Varies based on ownership and usage

5. Health Insurance

- ◆ Overseas Student Health Cover (OSHC): AUD 500 - 850 per year (varies by provider)

6. Study Materials

- ◆ Books and Supplies: AUD 100 - 150 per semester

7. Miscellaneous

- ◆ Mobile Phone Plan: AUD 20 - 50 per month
- ◆ Entertainment and Leisure: AUD 50 - 200 per week
- ◆ Personal Expenses: Varies

Total Estimated Monthly Living Costs:

AUD 1,300 - 2,700

These figures are based on general estimates and can vary depending on individual circumstances, lifestyle, and specific location within Victoria. For more detailed information and how to calculate cost of living refer to:

<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia.

Refer to the step by step Student Visa Subclass 500 application and Document Checklist Tool for details on how to provide the evidence required to cover the costs of your stay, including your travel, study and living expenses.

10th May 2024 12 month cost of living;

Inclusivity in Victoria

Victoria is dedicated to creating an inclusive and welcoming environment for all residents, reflecting its commitment to diversity across various dimensions, including religion.

1. Multiculturalism

- ◆ Victoria embraces its multicultural identity, celebrating a wide range of cultural and religious backgrounds. Government policies and community programs are designed to promote social cohesion and mutual respect among different cultural and religious groups.

2. Religious Inclusivity

- ◆ The state supports religious inclusivity by recognizing and respecting various religious beliefs and practices. Victorians have the freedom to practice their faith openly and are protected under anti-discrimination laws. This includes support for places of worship, religious festivals, and community events.

3. Gender Equality

- ◆ The Victorian Government promotes gender equality through legislation and initiatives, ensuring that all individuals, regardless of gender, have equal opportunities and are free from discrimination.

4. LGBTQIA+ Rights

- ◆ Victoria supports LGBTQIA+ rights with comprehensive anti-discrimination laws and a commitment to equality. The state celebrates LGBTQIA+ pride and provides resources and support for the community.

5. Accessibility and Disability Inclusion

- ◆ Victoria strives to ensure accessibility and inclusion for people with disabilities, guided by the Disability Act 2006 and the National Disability Insurance Scheme (NDIS). The state aims to make public spaces and services accessible to everyone.

6. Indigenous Recognition and Reconciliation

- ◆ The state is committed to acknowledging and supporting Indigenous communities through reconciliation activities and efforts to address historical and ongoing inequities.

7. Economic and Social Inclusion

- ◆ Initiatives are in place to support economic and social inclusion, addressing disparities and ensuring equitable access to resources and opportunities.

8. Education and Training

- ◆ Educational institutions in Victoria are dedicated to promoting inclusivity and diversity, including support for students from various religious backgrounds. Policies ensure a respectful and accommodating environment for all students.

9. Community and Support Services

- ◆ Victoria is home to numerous community organizations that provide support and advocacy for individuals from diverse backgrounds, including those of different religions. These services work to foster an inclusive environment and address the needs of all residents.

Victoria's commitment to inclusivity ensures that people of all religious beliefs, along with other diverse backgrounds, can live, work, and study in an environment that values and respects their individuality.





1ST JAN

MONDAY
NEW YEAR'S DAY



25TH APR

THURSDAY
ANZAC DAY



26TH JAN

FRIDAY
AUSTRALIA DAY



10TH JUN

MONDAY
KING'S BIRTHDAY



11TH MAR

MONDAY
LABOUR DAY



27TH SEP

FRIDAY
BEFORE AFL GRAND FINAL



29TH MAR

FRIDAY
GOOD FRIDAY



5TH NOV

TUESDAY
MELBOURNE CUP'S DAY



30TH MAR

SATURDAY
BEFORE EASTER SUNDAY



25TH DEC

WEDNESDAY
CHRISTMAS DAY



31ST MAR

SUNDAY
EASTER SUNDAY



26TH DEC

THURSDAY
BOXING DAY



1ST APR

MONDAY
EASTER MONDAY

VICTORIAN **PUBLIC HOLIDAYS 2024**

BEFORE ARRIVING IN MELBOURNE

APPLYING FOR A STUDENT VISA

Before traveling to Australia as an International Student, you will need to apply for a Visa through the Department of Home Affairs (DHA). A migration agent can help you with this process and advise you about the documents you will need to prepare and provide to apply for your Visa.

Please visit (<https://immi.homeaffairs.gov.au/>) for more information on how to apply for student visa.

TRAVEL ARRANGEMENTS

You will need to arrange your own travel to Melbourne. We advise arriving one or two weeks prior to the commencement of your study to give yourself time to settle in and adjust to the new time zone. Melbourne Tullamarine International Airport is the closest airport to the Melbourne CBD. You can visit the [website](http://www.melbourneairport.com.au) for more information: www.melbourneairport.com.au

ARRIVAL CHECKLIST

Once you arrive in Melbourne, here are a few important things you should do:

- ◆ Contact your family to let them know you have arrived in Melbourne safely
- ◆ Arranged your accommodation
- ◆ Opened a bank account and exchanged your cash (if required)
- ◆ Collected the details of your Overseas Student Health Cover (OSHC)
- ◆ Researched local transportation, supermarkets, medical services and amenities
- ◆ Made arrangements for your children and family members (if required)
- ◆ Finalised your enrolment
- ◆ Familiarised yourself with the college campus
- ◆ Learn about the emergency services available to you Updated your contact details with the college and DHA

ENTRY INTO AUSTRALIA

Once you arrive in Australia you will need to pass through immigration and customs before exiting the Airport. Be sure to declare all items that may require treatment. Failure to declare or dispose of any quarantine items or make a false declaration about the items you are carrying will be detected and may result in on the spot fines, prosecution and fines of up to AUD\$60,000 and up to 10 years imprisonment. Some products require treatment to make them safe. Items which are restricted due to the risk of pests and disease will be seized and destroyed by the Australian Quarantine and Inspection Service (AQIS).

For more detailed information about bringing in food, animals, plants, animal or plant materials or the like, visit: <https://www.abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in/overview>

TRANSPORT FROM THE AIRPORT

There are several forms of transportation available from the Tullamarine Airport to Melbourne CBD including public buses, Skybus and Taxis. For more information, you can visit the following websites:

Public Buses:

Airport buses - Public Transport Victoria (ptv.vic.gov.au)

Skybus:

www.skybus.com.au

Silvertop Taxis:

www.silvertop.com.au

Black Cabs:

www.13cabs.com.au



ACCESSING MONEY

Before leaving your home country, it is important to contact your bank/financial institution to discuss fees, charges, accessing your funds safely from Australia. You need to ensure that you have sufficient funds to support yourself upon arrival in Australia. It is recommended that you have \$1,500 - \$2,000 available for the first two to three weeks for accommodation, transport, groceries etc. You should have this money available in the form of travelers cheques or an international credit card. It is not recommended that you carry large amounts of cash as if lost, it cannot be replaced.

CURRENCY EXCHANGE

Only Australian Currency is accepted in Australia. If you have overseas currency you can exchange it at the airport, a bank or one of the many foreign exchange branches throughout Melbourne's CBD.

ARRANGING ACCOMMODATION

High quality, safe student accommodation is available throughout Melbourne and Regional Victoria. You can find more information about the accommodation available by visiting: <https://www.studymelbour-ne.vic.gov.au/living-here/-accommodation/types-of-accommodation>

There are many types of long term and short term accommodation available to students.

TYPES OF ACCOMMODATION

HOTELS, MOTELS AND BACKPACKERS

It is important to remember that the quality and comfort of accommodation will be reflected in the price. Hotels and Motels can be quite expensive but usually provide all of the necessities whereas, backpackers are much less expensive but you may be required to supply your own pillow and sleeping bag/blanket.

RENTAL ACCOMMODATION

If you chose to rent a home, you will have the luxury of choosing where you want to live, who you want to live with and the furniture you would like to have in your home. You will also need to pay for utilities (gas, electricity, water, phone, internet etc.) on top of the rent which can be anywhere upwards of \$150 per week. When entering into a lease agreement, you will also need to pay a rental bond and the first 4 weeks of rent upfront before receiving the keys for the accommodation. The rental bond is held until the end of the lease and will cover any damages to the property during your occupancy. If there are no damages, you will receive the full refund of the bond.

STAYING WITH FRIEND OR FAMILY MEMBERS

If you have family members or friends who have already settled in Australia, you may be able to arrange to stay with them temporarily until you find long-term accommodation. This could be beneficial in many ways as your family and friends can also offer support and guidance while you are settling in.

STUDENT ACCOMMODATION

There are many student apartments available in the CBD. Student accommodation is close to the campus and all amenities and can be found within the free tram zone. You can choose to rent a student apartment on your own or share with other students to cut costs. Many of the student accommodation blocks have shared facilities and you will have the added benefit of living among other students.

GETTING AROUND

Navigating the public transport network in Melbourne can take some getting used to. You can get a Visitor Pack for AUD\$14.00. Visitor Packs are available from the Melbourne Visitor Centre at Federation Square, the PTV Hub at Southern Cross Train Station and the Skybus terminals at Melbourne Airport. The Visitor Pack contains a Myki Card (pre-loaded with \$8 of Myki Money), a public transport map and information on how to use Myki. You can visit www.ptv.vic.gov.au for more information about the Public Transport Network and Myki including fares and schedules etc



STUDENT INFORMATION

Course Information

For detailed, course-specific information, please refer to our website www.barklycollege.vic.edu.au and our Student Prospectus. Each course page provides an overview of the course content, assessments required, and vocational outcomes. This student agreement contains all relevant general information about the course you have chosen to study.

Enrolment

All applicants must apply via the BIC website:
<https://www.barklycollege.vic.edu.au/online-application-enrolment-form/>

Minimum age requirements

Students must be 18 years of age when applying to study at BIC.

English Language Requirements

General English

Students with no previous knowledge of English will be placed in the Starter Class.

Students with previous knowledge of English will be required to undertake the Cambridge English Placement Test (CEPT). The placement test results will determine the appropriate level of the General English Course following the language proficiency requirements described below.

English Language Proficiency Requirements for General English

Starter	Nil
Elementary	Starter
Pre-Intermediate	Elementary
Intermediate	Pre-Intermediate
Upper-Intermediate	Intermediate
Advanced	Upper-Intermediate

English for Academic Purposes (EAP)

Students must successfully complete achieving IELTS 5.0 or higher.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a national government initiative introduced on 1st January 2015 for all students. Your USI account will contain all your nationally recognised training records and results completed from this date onwards. This system assists in verifying your training records when starting employment or enrolling in new training programs. All students are required to provide BIC with a verified USI before any certification can be issued. For more information on the USI and how it impacts you, please visit the USI website at <https://www.usi.gov.au/>



English Language Proficiency Requirements for English for Academic Purposes (EAP)

English for Academic Purposes

IELTS 5.0 or Intermediate or Higher level of General English

IELTS Exam Preparation Course

Students will have to undertake the Cambridge English Placement Test (CEPT) before course commencement.

English Language Proficiency Requirements for IELTS Exam Preparation

IELTS Exam Preparation Course Upper-Intermediate

Visa Conditions

Once your visa is granted, it is crucial to adhere to its conditions. Failure to do so may result in being sent home, preventing you from completing your course. Some of the conditions include, but are not limited to:

- ◆ **Meet Course and Attendance Requirements:** You must remain enrolled in a registered course and maintain satisfactory attendance and course progress for each study period as required by your education provider.
- ◆ **Gap between courses:** Generally course gaps should not be more than 2 months. A course gap can be more than 2 months if:
 - it is the end of the academic year study break
 - you are affected by education provider default
 - you have completed your course and you are applying for a new visa
- ◆ **Work Limitations:** You cannot work more than 48 hours per fortnight when your course of study or training is in session.
- ◆ **Health Insurance:** You must have adequate health cover while in Australia. This is done by purchasing Overseas Student Health Cover (OSHC). Offshore students must not arrive in Australia before their health insurance begins and onshore students must maintain their (OSHC) for the duration of their stay in Australia otherwise they will be in breach of their Visa Conditions. You can find out more about OSHC requirements and how to purchase on the following links;
- ◆ **Inform provider of address:** if your residential address changes you must let your education provider know within 7 days after the change
- ◆ **Notify your current education provider that you have changed your education provider within 7 days of receiving:**
 - a confirmation of enrolment from your new education provider, or
 - evidence you have been enrolled by the new education provider.

For further information please refer to

<https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500>



ORIENTATION DAY

Orientation Day at BIC is to welcome you and provide you with more essential information to start their journey successfully.

What Happens on Orientation Day?

Welcome Session: Introduction to BIC staff, including the CEO, Business Development Manager, and department heads. Overview of BIC's mission, values, and culture.

Campus Tour: Guided tour of the campus facilities, including classrooms, libraries, laboratories, and student lounges. Introduction to key areas such as student services, IT support, and administrative offices.

Academic Overview: Presentation on academic programs, course structures, and expectations.

Support Services: Information about available student support services, including academic advising, counseling, and career services. Details on health and wellness resources.

Administrative Matters: Guidance on completing necessary paperwork and understanding important policies, such as attendance and code of conduct.

Information on obtaining student ID cards and accessing campus facilities.

Social Activities: Ice-breaking activities and group exercises to help students get to know each other. Information on student clubs, societies, and extracurricular activities.

Q&A Session: Opportunity for students to ask questions and clarify any doubts. Open discussion about student life and how to make the most of the BIC experience.

Welcome Lunch
Is On Us !! 

Complete Enrolment Paperwork: Finalise all necessary paperwork to ensure your enrolment is complete.

Meet Your Teacher/s: Get to know your teacher/s

Receive Course Materials: Obtain your course timetable, uniform (if required), and learning materials.

We look forward to welcoming you to BIC and helping you start your educational journey on the right foot!



SAMPLE TIMETABLE FOR ELICOS ELEMENTARY LEVEL

Day	9:00 AM - 10:30 AM	10:30 AM - 11:00 AM	11:00 AM - 12:30 PM	12:30 PM - 1:30 PM	1:30 PM - 3:00 PM
Monday	Grammar and Vocabulary	Morning Break	Listening and Speaking Practice	Lunch Break	Reading and Comprehension
Tuesday	Writing Skills		Pronunciation and Phonetics		Integrated Skills Workshop
Wednesday	Functional English		Listening and Speaking Practice		Project Work
Thursday	Grammar and Vocabulary		Writing Skills		Reading and Comprehension
Friday	Pronunciation and Phonetics		Functional English		Weekly Review and Assessment

Descriptions of Sessions:

- ◆ **Grammar and Vocabulary:** Focus on fundamental grammar rules and building essential vocabulary.
- ◆ **Listening and Speaking Practice:** Activities to enhance listening comprehension and improve spoken English.
- ◆ **Reading and Comprehension:** Exercises to develop reading skills and understanding of texts.
- ◆ **Writing Skills:** Guidance on writing clear, structured sentences and paragraphs.
- ◆ **Pronunciation and Phonetics:** Techniques to improve pronunciation and understanding of English phonetics.
- ◆ **Integrated Skills Workshop:** Combination of listening, speaking, reading, and writing activities.
- ◆ **Functional English:** Practical English used in everyday situations, such as making requests, giving directions, and more.
- ◆ **Project Work:** Collaborative projects to apply language skills in real-world contexts.
- ◆ **Weekly Review and Assessment:** Review of the week's lessons and an assessment to track progress.

Subjects

In the ELICOS program, you will study a range of subjects, including:

- ◆ Accommodation
- ◆ Education
- ◆ Festivals and Cultural Celebrations
- ◆ Food and Cooking
- ◆ Health and Wellbeing
- ◆ Living in Melbourne
- ◆ Travel and Transportation

Learning Activities in Class

During your classes, you will participate in a variety of learning activities, such as:

- ◆ Class Discussions and Role Plays
- ◆ Presentations and Debates
- ◆ Essay and Report Writing
- ◆ Videos and Audio Learning
- ◆ Workshops and Tutorials
- ◆ Quizzes and Tests
- ◆ Journal/Diary Writing
- ◆ Computer-Assisted Learning

Class Structure

- ◆ **Average Class Size:** 12 students (maximum of 18 students).
- ◆ **Study Hours:** 20 hours a week, 5 hours per day.
 - Morning Class
 - Lunch
 - Afternoon Class
- ◆ **Additional Support:** On most days, additional support classes are provided during lunch breaks, after class and on an arranged time between the teacher and student.

WHAT TO EXPECT WHEN STUDYING ELICOS

We are excited to guide you through this important journey of enhancing your English language skills. Here's what you can expect during your time in the ELICOS program:

English Only Policy

At Barkly International College, we are passionate about the English language! Our ELICOS programs are designed to improve your English proficiency through thought-provoking and interactive learning experiences. The best way to learn and improve is by using English, so we have implemented a strict 'English Only' policy.

Students will also ELICOS have many opportunities to visit places of interest in Melbourne to apply their English skills in authentic settings. Our motto for language learning is "use, practice, and learn."

1. Comprehensive English Language Training

- ◆ **Course Structure:** Our ELICOS courses are designed to improve your English proficiency in reading, writing, listening, and speaking. Classes are interactive and focus on practical usage of the language.
- ◆ **Levels of Study:** We offer courses at various levels, from beginner to advanced, ensuring that you are placed in a class that matches your current proficiency and helps you progress effectively.

2. Experienced and Supportive Instructors

- ◆ **Qualified Teachers:** Our instructors are highly qualified and experienced in teaching English to speakers of other languages. They are dedicated to helping you achieve your language goals.
- ◆ **Personalised Support:** Teachers provide individual support and feedback to help you overcome challenges and improve your language skills.

3. Interactive and Engaging Learning Environment

- ◆ **Classroom Activities:** Expect a mix of individual, pair, and group activities designed to make learning English enjoyable and effective. These include discussions, role-plays, and multimedia presentations.
- ◆ **Cultural Immersion:** You will have opportunities to learn about Australian culture and traditions, which are integrated into the curriculum to enhance your learning experience.

4. Assessment and Progress Tracking

- ◆ **Regular Assessments:** Your progress will be assessed regularly through quizzes, assignments, and tests. This helps ensure you are meeting your learning objectives and allows us to provide targeted support where needed.
- ◆ **Feedback:** You will receive constructive feedback on your performance, and if requirements are not been met.

5. Community and Social Activities

- ◆ **Student Activities:** Participate in a range of extracurricular activities, such as excursions, cultural events, and social gatherings, which help you practice English in real-life contexts and make new friends.
- ◆ **Support Services:** We offer various support services, including academic counseling, accommodation assistance, and welfare support to ensure your well-being during your stay in Melbourne.

6. Pathways to Further Education

- ◆ **Career Guidance:** Our ELICOS program is designed to prepare you for further studies or career opportunities. We provide guidance on the next steps, whether it's enrolling in a vocational course, higher education, or entering the workforce.
- ◆ **Pathway Programs:** Successfully completing your ELICOS course can provide pathways to other programs offered at Barkly International College.

7. Facilities

- ◆ **Modern Classrooms:** Our classrooms are equipped with the latest technology and resources to facilitate an effective learning environment.
- ◆ **Study Resources:** Access to a variety of learning materials, including textbooks, online resources, and language labs, to support your studies.

COMPUTER FACILITIES

WI-FI ACCESS

You are eligible to access the Internet, email and learning resourced from your own Wi-Fi enabled device from any campus. Further details and instructions are provided on Orientation Day.

USAGE POLICIES

Barkly International College is subject to the provisions of the Copyright Act 1968. In addition, by logging into the Barkly College network you agree to the usage policies outlined by the BIC.

- ◆ You are not permitted to download or install any software to a college PC.
- ◆ You are not permitted to copy any college software.
- ◆ You are not permitted to conduct any activity that is illegal or may cause offence to others.
- ◆ Food and drinks are not permitted in computer rooms at any time.

*Please be aware that your online activities may be logged. Students found to be misusing college equipment will be subject to disciplinary action.

For more information, please refer to the relevant college policy:

<https://www.barklycollege.vic.edu.au/forms-and-policies/>

BACKUP DISCS/MEMORY STICKS (USB)

It is strongly recommended that students purchase a memory stick in order to save important files. Although there is room for student files to be stored on the network, these are deleted at the end of each term. It is your responsibility to ensure that backup copies of your work are saved on additional disks.

PRINTING AND PHOTOCOPYING

Black and white printing, photocopying, and scanning is available at various locations around each campus, including the libraries. This service is free to all students. Printing is set by default to double-sided B&W, but this can be changed through the printer options. Scanning to a USB drive or email is also free.

USE OF THE INTERNET AND WORLD WIDE WEB

Students may only browse the internet and use email or "chat" lines only for the purpose of their course related research. Sites known to contain material which is pornographic or illegal under International, Australian or State laws should not be visited and students should be aware that site visits may be logged.

BREACHES OF COPYRIGHT

Unauthorised use of software images or files is a breach of copyright and is regarded as a serious matter by the college. It is against college policy for you to copy or reproduce any licensed software on college computing equipment. Students who abuse the use of computer software images or files will be held legally accountable. The onus is on the student for breaches of this policy.

Non-compliance with college policy on computer usage may result in any of the following:

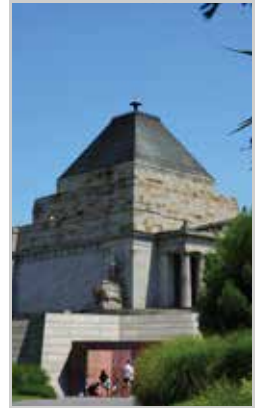
- ◆ Suspension of computing privileges
- ◆ A disciplinary review which may include suspension or expulsion from the college
- ◆ Legal action

CLASS EXCURSIONS

As part of your course at BIC, your trainer will take you and your classmates on group excursions. The aim of this is to familiarise students with Melbourne and its history and to introduce you to the culture Melbourne has to offer.

Below are some of the places your class may go on excursions to:

- ◆ Melbourne Museum
- ◆ Federation Square
- ◆ Sealife at Melbourne Aquarium
- ◆ Science works
- ◆ IMAX Cinema
- ◆ National Gallery of Victoria
- ◆ Shrine of Remembrance
- ◆ Royal Botanical Gardens
- ◆ Royal Melbourne Zoo
- ◆ State Library
- ◆ National Sports Museum
- ◆ Queen Victoria Market
- ◆ Arts Centre



WHAT WE EXPECT FROM YOU

Policies and Procedures

At Barkly International College, our policies state the principles that guide our operations, while procedures describe in detail the processes to implement these policies. It is important for you to familiarize yourself with the policies and procedures relevant to your enrollment and study at Barkly International College.

The following overview provides a basic understanding of some of our key policies and procedures. Detailed information is available on our website at www.barklycollege.vic.edu.au

STUDENT CODE OF BEHAVIOUR

The student code of behaviour is intended to give all BIC students a clear view of expected behaviour and unacceptable behaviour. BIC's commitment to providing students with a safe, supportive and an intellectual challenging study environment.

BIC outlines the consequences for non-conformity with the student code of behaviour including immediate suspension or cancellation in the case of severe breaches and or behaviour that may be construed as threatening to the safety of the student, other students, or any person on BIC Premises.

The Student Code of behaviour expectations are required to be always respected and conformed with.

- ✓ Following all BIC Policies and Procedures
- ✓ The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability, or socioeconomic status
- ✓ The right to be free from all forms of intimidation
- ✓ The right to work in a safe, clean, orderly, and cooperative environment
- ✓ The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- ✓ The right to have any disputes settled in a fair and rational manner (this is accomplished by the Grievance procedure)
- ✓ The right to work and learn in a supportive environment without interference from others
- ✓ The right to express and share ideas and to ask questions
- ✓ The right to be always treated with politeness and courteously
- ✓ The expectation that students will not engage in cheating or plagiarism
- ✓ The expectation that students will submit work when required
- ✓ The expectation that students will maintain consistent academic performance by attending required classes and completing assessments.
- ✓ The expectation that students will meet with their trainer's face to face to receive assessment outcomes and results.
- ✓ The expectation that students will meet with Training and Compliance Manager if not satisfied with assessment outcomes and results.
- ✓ The expectation that students will exhaust the Complaints and Appeals Process if necessary
- ✓ The required level of academic performance is 65% of scheduled sessions.
- ✓ Academic Performance will be reviewed at the end of each study period.
- ✓ This requirement is a student behaviour requirement and not a requirement under Standard 11 of the National Code
- ✓ The expectation that all fees will be paid by the due date

◆ Unacceptable Student behaviour

- ⊗ Disobeying BIC Policies and Procedures
- ⊗ Disobeying any reasonable direction by a BIC staff member
- ⊗ Acting dishonestly when undertaking tests, examinations or reports required for course assessment purposes
- ⊗ Failing to return library or other loaned to BIC property by the required date
- ⊗ Viewing or distributing offensive material via the internet, email, or other means
- ⊗ Discrimination, harassment, and victimisation
- ⊗ Bullying and intimidation
- ⊗ Racist or sexist comments
- ⊗ Behaving in a disruptive manner, such as swearing, yelling, or using offensive language
- ⊗ Threatening a fellow student, staff member or visitor on campus
- ⊗ Using mobile phones during classes
- ⊗ Illegal use of drugs or alcohol
- ⊗ Stealing, vandalising, or causing wilful damage to BIC property
- ⊗ Endangering the safety of yourself or others
- ⊗ Assaulting or attempting to assault anyone while on college premises
- ⊗ Inappropriate possession of guns, knives or other weapons while engaging in BIC activities.

For non-compliance with the Student Code of Behaviour the procedure for discipline will be followed except in situations where the CEO determines that the behaviour is serious enough to cancel the student's enrolment. Where a student's enrolment has been cancelled, they will be unable to attend class. Students have the right of appeal the decision under the Appeals Procedure available at:

www.barklycollege.vic.edu.au Student complaints and appeals Policy and Procedure and the Student Code of Behaviour Policy and Procedure.

ACCESS AND EQUITY

BIC is dedicated to ensuring its training and courses meet the diverse needs of all clients. We adhere to the principles of access and equity, striving to ensure that no course participant or potential participant is disadvantaged or discriminated against based on race, sex, age, pregnancy, religion, marital status, sexuality, or physical or intellectual impairment.

For further information refer to www.barklycollege.vic.edu.au Access and Equity Policy



STUDENTS ATTENDANCE REQUIREMENTS

In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 8, International students who have, or would ordinarily require, a student visa and who are enrolled in any ELICOS Course, must maintain Satisfactory Attendance.

Satisfactory attendance is defined as attending 80% or more of the total scheduled contact hours while enrolled in an ELICOS Course.

Attendance and active participation in classroom activities is critical to the learning and success of students. For ELICOS students, BIC will monitor student attendance and participation during each study period for reasons of support, such as to identify those who may be at risk of not meeting course progression resulting from low attendance. This enables BIC to assist students with strategies to achieve satisfactory course progress and attendance requirements.

ELICOS students who do not maintain satisfactory attendance are at risk of been reported to the Department of Home Affairs, in compliance with the National Code and the ESOS Framework.

Attendance Monitoring and Intervention

- ◆ **Attendance Recording:** Attendance is recorded for every class as scheduled on the timetable.
- ◆ An ELICOS attendance register will be maintained for each class within ELICOS Courses. The register will indicate the:
 - a. date;
 - b. name of the class; and
 - c. names of students that are required to attend.
- ◆ **Minimum Attendance Requirement:** Students must attend at least 80% of their classes each term to meet satisfactory attendance requirements.
- ◆ **Students** can check their attendance percentage at the end of each class. Each week, teachers will inform students of their attendance percentage. Teachers must tell students to check their student email for a warning letter from BIC if at any time their attendance falls below 90%, and subsequently 85% and then 80%.
- ◆ **Intervention Strategy:** If a student's attendance falls below 90%, intervention strategies are implemented:
 - **1st Warning Letter:** Issued to the student's email and home address.
 - **Meeting:** Students must attend a meeting with the Head of Student Support and may be placed on an intervention strategy to assist you in returning to satisfactory attendance and satisfactory course progress. (Students must confirm attendance of meeting within 5 business days of letter been issued).
 - **Failure to Meet Requirements:** If after receiving the 1st warning letter and attending your meeting/counselling, you fail to meet your attendance requirements, a 2nd letter will be sent.
 - **2nd Warning Letter:** Issued to the student's email and home address.
 - **Meeting:** Students must attend a meeting with the Head of Student Support and may be placed on an intervention strategy to assist you in returning to satisfactory attendance and satisfactory course progress. (Students must confirm attendance of meeting within 5 business days of letter been issued).
 - **Failure to Meet Requirements:** If after receiving your 1st and 2nd warning letters you fail to comply and meet satisfactory attendance requirements of 80% and above you will be sent a letter of "Intention to report"
 - **Intention to Report:** A final "Intention to Report to the Department of Home Affairs, in compliance with the National Code and the ESOS Framework for Unsatisfactory Attendance" letter will be issued.
 - **Your Right to appeal :** The letter will provide full details of your right to appeal BIC's decision and the steps to take.

Exceptions to Reporting

Barkly International College may decide not to report a student for breaching the 80% attendance requirement if the student goes through the appeal process and:

1. Provides documentary evidence demonstrating compassionate and compelling circumstances,
2. Attends at least 70% of the scheduled course contact hours.

Sickness/Illness

Students must provide medical certificates as evidence if they are absent due to illness. Please provide a copy to your teacher or Student Support for your records.

If You Are Going to Be Late or Away

Please let your teacher know (generally teachers make a WhatsApp class group) and explain the reasons for your lateness or absence. Or contact your teacher in private. You can also email info@barklycollege.vic.edu.au

Holidays

Students must be present for the first class on the first day and the last class on the last day of each term. Leaving early or returning late from holidays is not permitted.

For further information please refer to www.barklycollege.vic.edu.au ELICOS Student Attendance Requirements Policy and Procedure

Monitoring Academic Progress

BIC systematically monitors course progress.

Throughout each teaching period, your teachers will monitor and record course progress and identifies students who are:

- achieving satisfactory progress;
- at risk of making unsatisfactory progress;
- have failed to make satisfactory progress.

Satisfactory Progress

A student achieves satisfactory progress when:

- they pass each item of on-course assessment;
- they attend at least 80% of their scheduled classes, as set out in the Attendance Policy for ELICOS Programs;
- they participate appropriately in class and complete coursework and homework on a regular basis;
- they make satisfactory progress on tests of their English proficiency.

At Risk of Making Unsatisfactory Progress

A student's course progress is monitored in weeks 5 and 10 of each term. A student is deemed at risk of making unsatisfactory progress when one or more of the following circumstances arise:

- their intake test writing test is significantly lower than their pre-arrival English language assessment;
- they are identified as having ongoing difficulty with coursework or are failing to do homework on a regular basis;
- they show poor attendance as set out in the ELICOS Student Attendance Requirements Policy and Procedure.
- they fail assessment tasks and course progress demonstrates they are achieving 49% or lower in assessment results.

Managing At Risk of Making Unsatisfactory Progress

Any student deemed at risk of unsatisfactory course progress will be advised their teachers as the first point of contact verbally and by the Academic Manager and or by Student Support in writing.

A course progress meeting will be organised with the student to discuss:
the areas of challenge;

- recommended ways to improve proficiency and performance, including:
- any opportunity to be reassessed in assessment task/s they have failed;
- any learning resources available to assist their performance, including test preparation classes and self-study materials;
- any support services available to assist with personal and administrative issues; any additional study plans that may be put in place.
- An intervention strategy will be prepared to assist the student in achieving satisfactory course progress, students are required to sign in commitment of the intervention strategy prepared.

The student will be advised that they are expected to achieve 50% or greater average in assessment results before the next Assessment Session (5 weeks later), otherwise they may be reported for unsatisfactory course progress.

Consequences of Academic Progress

Students will be deemed to be making unsatisfactory progress if their unit failures mean that they will not complete the course within the expected course duration as per their CoE. If so, the following actions may apply:

- a. A renegotiated intervention Strategy
- b. **Extension** of English weeks (which may include an extension of their CoE);
- c. **Leave** : An application for a leave of absence if compassionate and compelling reasons apply.
- d. **Unsatisfactory Course Progress**: Students who do not achieving satisfactory course progress after intervention without a evidenced based reasons in two consecutive terms, will be issued with an "Intention to Report to the Department of Home Affairs, in compliance with the National Code and the ESOS Framework for Unsatisfactory Course Progress.
- e. **Your Right to appeal**: The letter will provide full details of your right to appeal BIC's decision and the steps to take.

For further information please refer to www.barklycollege.vic.edu.au
ELICOS Course Progress Monitoring Policy and Procedure.



STUDENT SUPPORT AND WELFARE SERVICES

BIC is committed to providing a supportive learning environment that assists students in achieving their academic and personal goals and assist them with the challenges a lot of International students encounter adapting to living in a new country. The following support services are available to all students:

Academic Support:

1. **Tutoring Services:** Available for students who need additional help with their coursework.
2. **Workshops and Seminars:** Covering study skills, assessment preparation, and time management.
3. **Access to Learning Resources:** Including libraries, online databases, and other educational materials.
4. **Intervention Strategies:** Developing individualized learning plans tailored to each student's needs. Providing additional tutoring, mentoring, and academic support as required.

Personal Support:

1. **Counseling Services:** Confidential counseling services for students experiencing personal, emotional, or psychological difficulties.
2. **Wellness Programs:** Activities and resources promoting physical and mental well-being.

Career and Employment Support:

1. **Career Counseling:** Guidance on career planning, job search strategies, and resume writing.
2. **Job Placement Assistance:** Support in finding internships and job opportunities related to students' fields of study.

Financial Support:

1. **Payment Plans:** Flexible payment options for tuition fees.
2. **Financial Advise:**

Create a Budget

- ◆ **Track Your Income and Expenses:** Keep a record of your monthly income and expenditures. This will help you understand where your money is going and where you can cut back if necessary.
- ◆ **Plan for Fixed Expenses:** Allocate funds for essential expenses such as rent, utilities, and groceries before spending on non-essentials.

Take Advantage of Student Discounts

- ◆ **Student ID Benefits:** Use your student ID card to access discounts on public transportation, entertainment, and retail stores.
- ◆ **Local Deals:** Look for student deals in local shops, restaurants, and services.

Manage Your Living Expenses

- ◆ **Shared Accommodation:** Consider sharing accommodation with other students to reduce rent and utility costs.
- ◆ **Cook at Home:** Preparing meals at home can be significantly cheaper than eating out. Plan your meals and shop for groceries wisely.

Special Needs Support:

1. **Disability Services:** Accommodations and support for students with disabilities.
2. **Access to Assistive Technologies:** Tools and resources to aid students with special needs.

Procedures for Accessing Support Services:

Academic Support:

1. Students can request academic support by talking with their course trainer or going to the student support office.
2. Workshops and seminars will be regularly scheduled and announced via the student portal and notice boards.

Personal Support:

1. Students in need of counseling services can schedule an appointment through the student Support Office or with the Student Support and Welfare Counsellor.
2. Wellness programs will be advertised throughout the campus and on the student notice boards

Career and Employment Support:

1. Career counseling appointments can be made through the student support office
2. Speaking with the CEO
3. Job placement assistance is available through scheduled meetings with career the CEO

Financial Support:

1. Information payment plans is available through at the finance office
2. Students can apply for financial assistance by completing the necessary forms and submitting them to the finance manager, or if they prefer to discuss their situation they may do so.
3. Financial Advise: Speak with Student Support and Welfare Counsellor.

Special Needs Support:

1. Students requiring disability services should contact can speak with student support to discuss their requirements.

For further information refer to www.barklycollege.vic.edu.au Student support/Welfare Services Policy

CRITICAL INCIDENTS

A critical incident is defined as a traumatic event, or the threat of such (within or outside Australia) which causes extreme stress, fear or injury. Any student that experiences a critical incident should immediately inform their trainer, Student Services Officer or any staff member of the College. Critical Incidents include but are not limited to:

- ◆ Missing students
- ◆ Severe verbal or psychological aggression
- ◆ Death, serious injury or any threat of these
- ◆ Natural disaster
- ◆ Issues such as domestic violence, sexual assault, drug or alcohol abuse

Emergencies

For all emergencies that are life-threatening, phone 000 to be attended to by the emergency services departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Dialing 000 is a free call. Please follow the instructions below for calling the emergency services:

- ◆ Dial 000.
- ◆ Ask the operator for the service needed (fire, ambulance or police).
- ◆ Wait to be connected.
- ◆ Describe the problem (be prepared to give the location/address).

If an emergency occurs at the College, notify a staff member and follow their instructions.

For Further information refer to www.barklycollege.vic.edu.au Critical Incident Policy

PLAGIARISM

WHAT IS PLAGIARISM?

Plagiarism means presenting the work or property of another person as one's own without appropriate acknowledgement such as referencing or citation of their work. There are many different ways that plagiarism can happen and you should be aware of these. Consider the descriptions below of different ways that plagiarism can occur.

FORM OF PLAGIARISM	EXPLANATION
Too closely paraphrasing sentences, paragraphs or ideas, e.g. copying sentences and substituting words with similar meaning.	When paraphrasing from a source, the meaning of the sentence or paragraph should be expressed in your own words without copying either the words or the structure of the sentence/paragraph.
Submitting your own previously submitted or assessed work without permission or acknowledgment. Submitting your own previously submitted or published work for publication elsewhere without permission or acknowledgment.	This is known as self-plagiarism. Once you have submitted academic work for assessment or credit, it is considered dishonest to then submit the same work for further credit elsewhere.
Submitting written or creative work which has been produced by someone else and claiming authorship for it, including: <ul style="list-style-type: none">• reproducing all or parts of another student's work (including students who have previously completed the same unit)• allowing another person to do the work for you• contracting another person to do the work for you• purchasing work from another source	It is dishonest to ask, arrange for or pay someone to do work for you that you will later claim or present as your own. This applies to the use or purchase of material from websites or anyone offering academic writing services
Allowing or contracting another person to edit and substantially change your work.	If you ask someone to edit or proofread your work make sure that person only highlights or indicates where there are problems rather than fixing the problem or changing the text or work for you. If you employ an editor to assist you with the production of your assignment or thesis you should include an acknowledgement indicating that an editor was used and provide a description of the scope of the edit.



STUDENT SUPPORT TEAM



Jaskaran Singh

RTO Manager



Ramandeep Brar

Student Support and
Welfare Counsellor



Gabby Valoa

Receptionist and
Student Admissions



Ramneet Kour

Business Development
Manager



Happy Hundal

Student Administration
Manager

Complaints and Appeals

Complaints: A complaint is a formal expression of dissatisfaction by a student, staff member, or other stakeholder regarding the services, policies, or procedures, student or staff behaviour. Complaints can relate to a variety of issues, such as but not limited to:

- ◆ Behavior of staff or other students
- ◆ Administrative processes and procedures
- ◆ Assessment outcome
- ◆ Facilities and resources
- ◆ Any other aspect of the college operations
- ◆ Discrimination, sexual harassment, racial

The purpose of a complaint process is to provide a clear, fair, and prompt mechanism for addressing and resolving these issues. The process typically involves:

1. **Submission:** The complainant submits a formal complaint, in writing, detailing the issue and any relevant evidence. F.14V04 Student Complaint Form available at www.barklycollege.vic.edu.au via request email info@barklycollege.vic.edu.au or in person Level 1, 377 Lonsdale St Melbourne.
2. **Acknowledgment:** BIC acknowledges receipt of the complaint and provides information on the next steps.
3. **Investigation:** BIC investigates the complaint, gathering relevant information and evidence.
4. **Resolution:** BIC makes a decision and communicates the outcome to the complainant, including any actions taken to address the issue.
5. **Review:** If the complainant is not satisfied with the outcome, they may request a review or escalate the complaint and appeal the outcome.

Appeals: An appeal is a formal request for a review of a decision made by a BIC staff member. Appeals can be lodged by students or other stakeholders who believe that a decision affecting them was unfair or incorrect by completing F.16V03 Student Appeal Form available at www.barklycollege.vic.edu.au via request email info@barklycollege.vic.edu.au or in person Level 1, 377 Lonsdale St Melbourne.

Common areas for appeals include:

- ◆ Academic results and grading
- ◆ Disciplinary actions
- ◆ Admission decisions
- ◆ Complaints handling outcomes

The purpose of an appeals process is to ensure fairness and transparency in decision-making. The process typically involves:

1. **Submission:** The appellant submits a formal appeal, in writing, outlining the grounds for the appeal and providing any supporting evidence.
2. **Acknowledgment:** BIC acknowledges receipt of the appeal and provides information on the next steps.
3. **Review:** BIC (different staff member) reviews the appeal, which may involve re-evaluating evidence, consulting with relevant parties, and considering any new information.
4. **Outcome:** BIC makes a decision on the appeal and communicates the outcome to the appellant, including any changes to the original decision or actions to be taken.
5. **Further Action:** If the appellant is not satisfied with the outcome, they may have the option to escalate the appeal to an external authority or ombudsman.

For matters in relation to the Australian Skills Quality Authority (ASQA's) Standards For Registered Training Organisations 2015 the complainant or appellant may take their matter to;

Australian Skills Qualification Authority

GPO Box 9928, Melbourne, VIC 3001

<http://www.asqa.gov.au/complaints/make-a-complaint---overseasstudents/make-a-complaint---overseas-students-1.html>

For all other matters, the following people/organisations are available:

Overseas student OMBUDSMAN

Level 1

441 St Kilda Road

Melbourne VIC 3004

1300 362 072* within Australia

Outside Australia call +61 2 6276 0111

ombudsman@ombudsman.gov.au

Contact a solicitor; or

Contact the Law College of Victoria, 470 Bourke St Melbourne 3000, and telephone

9602 5000 for a referral to a solicitor

For further information refer to www.barklycollege.vic.edu.au Complaints and Appeals Policy and Procedure

STUDENT DEFERMENT, SUSPENSION AND CANCELLATION

The Department of Home Affairs (DHA) has rules under which they will agree to vary a student's visa for the purpose of deferring course commencement or suspending enrolment for a leave of absence. DHA's imposed conditions are very limited and the students reason when applying for deferment or suspension of their course must align with these conditions to be granted approval. BIC will abide by these conditions when assessing an application for leave in accordance with Standard 9 of the National Code 2018 and are also guided by Standards 7 and 8.

Students can apply for deferment or suspension of their studies by completing F.18V05 Deferment and Suspension Form and return to BIC reception with relevant documents evidence in support of application. The form may be collected in person at reception, may be requested via email info@barklycollege.vic.edu.au or it can be downloaded from the BIC website www.barklycollege.vic.edu.au

Deferment

Deferment refers to postponing the commencement of your course. Students may apply for a deferment of their studies before the start of the course due to compassionate or compelling circumstances, such as:

- ◆ Serious illness or injury
- ◆ Bereavement of close family members
- ◆ Major political upheaval or natural disaster in your home country requiring emergency travel and this has impacted on the overseas student's studies;
- ◆ a traumatic experience, which could include:
- ◆ involvement in, or witnessing of a serious accident; or
- ◆ witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

Suspension

Suspension refers to the temporary halt of your studies after the course has commenced. Suspension may be initiated by the student or by Barkly International College. Reasons for suspension may include:

- ◆ Academic misconduct
- ◆ Behavioral misconduct
- ◆ Compassionate or compelling circumstances (as mentioned above)

Cancellation

Cancellation refers to the permanent termination of your enrollment in the course. This can be initiated by either the student or Barkly International College. Reasons for cancellation may include:

- ◆ Student-initiated withdrawal from the course
- ◆ Failure to meet academic or attendance requirements
- ◆ Failure to make course payments
- ◆ Breach of visa conditions or college policies

Refund Eligibility

Subject to the timing of the enrolment cancellation, the student may be eligible for a refund or partial refund. See the Refund Policy and Procedures for further information you may visit reception or www.barklycollege.vic.edu.au

Reapplication for Enrolment

A student whose enrolment has been cancelled must reapply for enrolment if they wish to resume their studies at Barkly International College (BIC).

Reapplication Process

1. **Submit an Application:** Complete and submit a new application form for enrolment, indicating that it is a reapplication. This can be done through the BIC website.
2. **Provide Supporting Documentation:** Include any relevant documents that support your reapplication. This may include previous academic records, evidence of addressing the reasons for the initial cancellation, and any other pertinent information.

1. **Review and Assessment:** Your application will be reviewed by BIC. This review will consider your past academic performance, the reasons for the initial cancellation, and any improvements or changes in circumstances.
2. **Decision Notification:** You will be notified in writing of the decision regarding your reapplication. If approved, you will receive further instructions on how to proceed with re-enrolment.

Important Notes if the Following apply

- ◆ **Academic and Behavioral Improvements:** Demonstrating significant improvements in academic performance or behavior since the cancellation will enhance your chances of successful reapplication.
- ◆ **Financial Obligations:** Ensure all previous financial obligations to the college have been settled before reapplying.
- ◆ **Counseling and Support:** Consider seeking counseling or support services to address any underlying issues that led to the cancellation of your enrolment.

Process for Deferment, Suspension, and Cancellation

1. **Application:** Submit a written request form along with supporting documents to the Student Services Office.
2. **Review:** The request will be reviewed by the relevant department.
3. **Decision:** You will be notified of the decision in writing. If approved, the deferment, suspension, or cancellation will be processed accordingly.
4. **Appeal:** If your request is denied, you have the right to appeal the decision through the college's grievance and appeals process.

Important Considerations

- ◆ **Visa Implications:** Any changes to your enrollment status may affect your student visa. It is your responsibility to inform the Department of Home Affairs and ensure your visa remains valid.
- ◆ **Financial Implications:** Be aware of any financial penalties or refunds as per the college's refund policy.
- ◆ **Support Services:** The Student Services Office is available to assist you with any questions or concerns regarding deferment, suspension, or cancellation.

If the student disagrees with the decision, they may appeal the decision. See the Complaints and Appeals Policy and Procedures www.barklycollege.vic.edu.au or you may visit reception/student support at Level 1, 377 Lonsdale St Melbourne, 3000.

For detailed information and to access the necessary forms, please visit our website or contact the Student Services Office.

COURSE FEES AND CHARGES

Course fees and charges information can be viewed at the BIC [website www.barklycollege.vic.edu.au](http://www.barklycollege.vic.edu.au) selecting your specific course of study, fees and charges can also be viewed at www.barklycollege.vic.edu.au Fees and Charges Policy or in the student prospectus.

International students are required to have Overseas Student Health Cover (OSHC) for the duration of their stay in Australia otherwise they will be in breach of their Visa Conditions. Offshore students must not arrive in Australia before their health insurance begins and onshore students must maintain their (OSHC) for the duration of their stay in Australia. You can find out more about OSHC requirements and how to purchase on the following links;

<https://immi.homeaffairs.gov.au/help-support/meeting-our-requirements/health/adequate-health-insurance>
<https://www.studyinaustralia.gov.au/english/live-in-australia/insurance>

Students are advised of their total tuition fees prior to enrolment in a course when they are sent their Letter of Offer and Written Agreement. The total tuition fees are itemised in this offer and payment options are stated for the student to select the most suitable option for them.

Students are required to pay their fees in accordance with the payment option selected when accepting the offer and signing the Written Agreement unless otherwise negotiated.

BIC will not change the tuition fee charged once the Written Agreement is signed and the initial payment of \$1500 is paid ensuring transparency and stability in your financial planning.

For further information refer to www.barklycollege.vic.edu.au Fees and Charges Policy

REFUND POLICY AND PROCEDURE

Refund of the fees will only be granted in accordance with the BIC Refund Policy.

A student wanting to apply for a refund must submit a completed 'Refund Request Form, this form is available from the website www.barklycollege.vic.edu.au it can be requested via email info@barklycollege.vic.edu.au or it can be collected in person from the head office campus, Level1, 377 Lonsdale St Melbourne 3000.

The Finance Manager will review the application against the policy terms and conditions and determine if the application reason and date is within the policy criteria.

If refund is approved the monies will be calculated and processed within 14days of the application received.

If the application does not meet the refund criteria, the student will be notified in writing explaining noting the reasons for not meeting the refund criteria.

Applicants dissatisfied with BIC's decision in relation to their refund request may choose to lodge an appeal under BIC's Complaints and Appeals Policy and Procedure available at www.barklycollege.vic.edu.au it can be requested via email info@barklycollege.vic.edu.au or it can be collected in person from the head office campus, Level1, 377 Lonsdale St Melbourne 3000.

Extenuating Circumstances

Students may encounter extenuating circumstances that may have prevented them from requesting a refund within the time-frames listed in the policy. Circumstances affecting attending scheduled course dates. These circumstances can include, but are not limited to, illness, family or personal matters, or other extraordinary reasons. If students can provide sufficient evidence to support their situation, course fees may be either transferred to the next available course, if applicable, or refunded for any unused fees. The CEO will assess each case individually to determine the appropriate action.

For further information please refer to: www.barklycollege.vic.edu.au Refund Policy and Procedure

TUITION PROTECTION SERVICE

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist you if your institution (referred to as 'Education Provider' under the TPS) is unable to fully deliver your course of study. The TPS may also assist you if you have withdrawn from, or not started, your course and are eligible for a refund of tuition fees and the institution has not paid them.

The TPS will ensure that you are able to either:

- ◆ Complete your studies in another course or with another institution, or
- ◆ Receive a refund of your unspent tuition fees. Under the Tuition Protection Service international students have a number of rights and obligations.
- ◆ For more information visit the Tuition Protection Service <https://www.education.gov.au/tps>

TRANSFER BETWEEN REGISTERED PROVIDERS

Barkly International College (BIC) will not knowingly enroll an overseas student seeking to transfer from another registered provider's course prior to the overseas student completing six months of their principal course, except where any of the following apply:





Ceased Registration: The releasing registered provider, or the course in which the overseas student is enrolled, has ceased to be registered.

Sanctions: The releasing registered provider has had a sanction imposed on its registration by the ESOS agency that prevents overseas students from continuing their course at that registered provider.

Release Agreement: The releasing registered provider has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS.

Government Sponsor Approval: Any government sponsor of the overseas student considers the change to be in the best interest of the student and has provided written support for the change.

For more information on transfer between registered providers, please refer to BIC's Transfer Policy available on BIC's website: www.barklycollege.vic.edu.au.

Relevant Legislation: A range of legislation is applicable to all staff and students. Information on relevant legislation can be found at the following websites.

ESOS

The Education Services for Overseas Students Act 2000, or ESOS Act, establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa. For more information, please visit: <https://internationaleducation.gov.au/regulatoryinformation/pages/regulatoryinformation.aspx>

COMPLETION OF STUDY LEVELS

- ◆ Students who enrol into multiple levels of the General English course will receive a Certificate and Transcript stating their level of proficiency achieved across listening, reading, writing and speaking for each level completed.
- ◆ Students who wish to discontinue their course in midway are given an exit test corresponding to the level they were studying to correctly assess their level of proficiency across listening, reading, writing and speaking at the point of ceasing their studies.



- ◆ Upon completion of the exit test and results graded. Students receive a Transcript stating their score for each module assessed providing them with their current English Proficiency at the point of exiting their course.

The Certificate and Transcripts issued by BIC have the following information:

- ◆ All Barkly International College details,
- ◆ CRICOS course name,
- ◆ Dates of study and Course Duration,
- ◆ Student Name and Surname
- ◆ Levels of achievement or proficiency,
- ◆ Authorised signature and name of signatory,
- ◆ Barkly International College authentication seal,

Transcripts and Grading Explanations

- ◆ Transcripts provide a clear and detailed record of your academic performance and grades achieved.
- ◆ Transcripts are written in plain English with report style explanations of the terms and criteria used in awarding grades at all levels.

ACCESS TO STUDENT RECORDS

It is BIC's intent to ensure that current and past students have timely access to their records of enrolment, financial status and academic progress at all times.

BIC maintains up-to-date student records relating to enrolment and ongoing participation through the relevant School's Student Management Systems (SMS).

To access your records, current and past students are required to complete a Request to View Personal Administration Form or a Request to Documents Form. For either form or both forms please visit our www.barklycollege.vic.edu.au or please contact us on **(03) 9600-2996** or email info@barklycollege.vic.edu.au.

An administration fee may apply if replacement of issued documents is required.

Relevant Legislation for ELICOS International Students Studying in Australia

International students studying in Australia under the ELICOS (English Language Intensive Courses for Overseas Students) program are governed by several key pieces of legislation designed to ensure their rights, welfare, and quality of education. The primary legislation includes:

1. Education Services for Overseas Students (ESOS) Act 2000

- ✦ The ESOS Act sets out the legal framework governing the delivery of education to international students in Australia on a student visa. It ensures that international students receive the same quality of education as domestic students and provides mechanisms to protect student rights and tuition fees.

2. National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)

- ✦ The National Code is a set of nationally consistent standards that govern the protection of international students and the delivery of courses to them. It includes standards related to marketing, student support services, complaints and appeals processes, and ensuring the quality of education provided.

3. ELICOS Standards 2018

- ✦ The ELICOS Standards specifically address the delivery of English Language Intensive Courses for Overseas Students, ensuring that these programs meet high-quality standards in teaching, assessment, and student support.

4. Migration Act 1958 and Migration Regulations 1994

- ✦ These govern visa requirements for international students, including the conditions under which they can study, work, and live in Australia. The legislation ensures that international students meet specific criteria to obtain and maintain their student visa.

5. Tuition Protection Service (TPS)

- ✦ The TPS is a placement and refund service for international students, which ensures that students can complete their studies in another course or with another provider if their institution is unable to deliver the course. It also provides refunds for unspent tuition fees in certain situations.

6. Fair Work Act 2009

- ✦ This legislation ensures that international students who work while studying in Australia receive fair treatment and are protected by Australian workplace laws, including conditions around pay, working hours, and workplace rights.

7. Equal Opportunity Act 2010 (Victoria)

- ✦ This Act promotes equal opportunity and prevents discrimination based on various attributes, including race, gender, and religion. It ensures that international students are treated fairly and have the same rights and opportunities as others in the community.

8. Privacy Act 1988

- ✦ The Privacy Act regulates how personal information is handled by Australian entities, including educational institutions. It ensures that international students' personal information is collected, used, and disclosed in accordance with strict privacy principles.

Relevant Legislation for International Students Studying in Australia

International students studying in Australia are governed by several key pieces of legislation designed to ensure their rights, welfare, and quality of education. Here is an overview of the primary legislation affecting international students:

1. Education Services for Overseas Students (ESOS) Act 2000

- ✦ The ESOS Act sets out the legal framework governing the delivery of education to international students on a student visa. It ensures that international students receive the same quality of education as domestic students and provides mechanisms to protect their rights and tuition fees.

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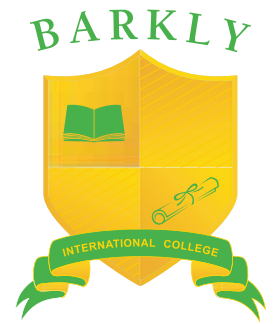
- ✦ The Privacy Act regulates how personal information is handled by Australian entities, including educational institutions. It ensures that international students' personal information is collected, used, and disclosed in accordance with strict privacy principles.

8. Australian Qualifications Framework (AQF)

- ✦ The AQF is the national policy for regulated qualifications in Australian education and training. It ensures that qualifications are consistent and of high quality, providing a clear framework for learning pathways and outcomes.

9. Standards for Registered Training Organisations (RTOs) 2015

- ✦ These standards ensure that RTOs deliver high-quality training and assessment services to students, including international students. They cover areas such as trainer and assessor qualifications, student support services, and the issuance of nationally recognized qualifications.



City Campus (Head Office)

Level 1, 377 Lonsdale Street,
Melbourne, Victoria 3000

**North Melbourne Campus &
Automotive Workshop**

49 Henderson Street, North
Melbourne, Victoria 3051

Commercial Cookery Kitchen

583 Barkly Street, West Footscray,
Victoria 3012

(03) 9600 2996



info@barklycollege.vic.edu.au



www.barklycollege.vic.edu.au



Version 2.0



Barkly International College Pty Ltd T/A Barkly International College
CRICOS NO: 03136D | RTO NO: 22238 | ABN: 22 132 320 195