International student 24-hour emergency contact
Mr Garry Stokes 0411 652 068

Emergency telephone number
Police, Fire, Ambulance 000
# Table of Contents

**Introduction** .................................................................................................................. 5  
**Organisational Structure** ............................................................................................... 5  
**Registration and Orientation** .......................................................................................... 6  
International Student Handbook ......................................................................................... 6  
ESOS Act .............................................................................................................................. 6  
**Visa Conditions** .............................................................................................................. 6  
**Course Delivery and Assessment** .................................................................................. 7  
Delivery of Courses .............................................................................................................. 7  
Industry Environments ........................................................................................................ 7  
Assessment Requirements .................................................................................................. 7  
Practical Exercises and Observations ................................................................................. 7  
Written Test .......................................................................................................................... 8  
Case Study/Written Report .................................................................................................. 8  
Presentation/Role Play ......................................................................................................... 8  
Assessment Resubmission .................................................................................................. 8  
Missed Assessment .............................................................................................................. 8  
**Policy Guidelines** .......................................................................................................... 10  
Deferring or Suspending a Course ....................................................................................... 10  
Credit Transfer .................................................................................................................... 10  
Courses Progress Policy ..................................................................................................... 10  
Extension of Student Study ................................................................................................. 11  
Reduction of Student Study ................................................................................................. 12  
Holidays ............................................................................................................................... 12  
Special Leave ...................................................................................................................... 12  
Sick Leave ........................................................................................................................... 13  
Payment of Tuition Fees ..................................................................................................... 13  
Disclosure of Information ................................................................................................. 13  
Grievance and Appeals ....................................................................................................... 14  
Student Support and Consultation ..................................................................................... 15  
**General Administrative Matters** .................................................................................. 15  
Change of Address or Contact Details .............................................................................. 15  
Leave Application Procedure ............................................................................................. 15  
Student Card ....................................................................................................................... 16  
Overseas Student Health Cover .......................................................................................... 16  
Termination .......................................................................................................................... 16  
Extending Course Duration ............................................................................................... 16  
Student Request Forms ...................................................................................................... 17  
Campus Guidelines ............................................................................................................ 17  
Classroom Guidelines ....................................................................................................... 17  
Student Feedback .............................................................................................................. 18  
**Student Rights and Responsibilities** ............................................................................. 18
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discrimination and Harassment</td>
<td>18</td>
</tr>
<tr>
<td>Emergency Evacuation Procedure</td>
<td>19</td>
</tr>
<tr>
<td>Course Requirements and Payments</td>
<td>20</td>
</tr>
<tr>
<td>Terms and Conditions</td>
<td>20</td>
</tr>
<tr>
<td>Refund and Cancellation</td>
<td>21</td>
</tr>
<tr>
<td>Change of Session</td>
<td>22</td>
</tr>
<tr>
<td>Transferring to Another Provider</td>
<td>23</td>
</tr>
<tr>
<td>Process for Transferring to Another Provider</td>
<td>23</td>
</tr>
<tr>
<td>Granting a Letter of Release</td>
<td>24</td>
</tr>
<tr>
<td>Health</td>
<td>24</td>
</tr>
<tr>
<td>Health Cover</td>
<td>24</td>
</tr>
<tr>
<td>Doctors</td>
<td>24</td>
</tr>
<tr>
<td>Dentists</td>
<td>24</td>
</tr>
<tr>
<td>Hospitals</td>
<td>24</td>
</tr>
<tr>
<td>Life in Australia</td>
<td>25</td>
</tr>
<tr>
<td>Cost of Living</td>
<td>25</td>
</tr>
<tr>
<td>Banking</td>
<td>25</td>
</tr>
<tr>
<td>Transport</td>
<td>26</td>
</tr>
<tr>
<td>Useful Contacts and Information</td>
<td>26</td>
</tr>
<tr>
<td>What to do in Sydney</td>
<td>27</td>
</tr>
<tr>
<td>Homestay</td>
<td>28</td>
</tr>
<tr>
<td>Homestay Rules</td>
<td>28</td>
</tr>
<tr>
<td>Homestay Cancellation Policy</td>
<td>29</td>
</tr>
<tr>
<td>Alternative Accommodation</td>
<td>29</td>
</tr>
<tr>
<td>Extension Placement Fee</td>
<td>29</td>
</tr>
<tr>
<td>Second Placement Fee</td>
<td>29</td>
</tr>
<tr>
<td>Services and Facilities</td>
<td>29</td>
</tr>
<tr>
<td>Reception</td>
<td>29</td>
</tr>
<tr>
<td>Social Activities</td>
<td>30</td>
</tr>
<tr>
<td>Student Room</td>
<td>30</td>
</tr>
<tr>
<td>Student Counselling</td>
<td>30</td>
</tr>
<tr>
<td>Campus Map</td>
<td>30</td>
</tr>
<tr>
<td>Campus Location</td>
<td>30</td>
</tr>
</tbody>
</table>
Introduction

OHS Media Services Pty Ltd trading as Pacific Training Group (PTG) is a Registered Training Organisation (RTO ID 110071). Registered Training Organisations (RTOs) are training providers registered by ASQA (Australian Skills Quality Authority) to deliver vocational education and training (VET) services. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

PTG offers the following training programs to students:
- SIT30616 Certificate III in Hospitality
- SIT50416 Diploma of Hospitality Management
- SIT60316 Advanced Diploma of Hospitality Management

PTG is committed to delivering quality vocational education and training programs from a workplace perspective, aimed at equipping people to effectively work in the hospitality and tourism industry whereby students develop their practical skills and develop a deep understanding of this vital industry.

Organisational Structure

The role of the Academic Director is to plan, direct and monitor the various training programs. The Academic Director acts as the administrative and educational head of the college and ensures the college is and remains compliant with the VET Quality Framework, the ESOS Act and the National Code of Practice 2007.
Registration and Orientation

Registration and orientation is the essential first step for PTG students to ensure they clearly understand their visa conditions for studying in Australia and what is required for a successful educational experience, including maintaining course progress and attendance requirements.

On the first day at PTG students attend registration and orientation which includes:
- registration to complete required PTG forms
- welcome session including meeting key PTG staff
- overview of life in Australia
- academic and general administrative matters
- LLN English assessment
- work placement requirements
- PTG policies and requirements for satisfactory progress
- student visa conditions overview
- grievance procedures
- maintaining current contact information
- PTG student card issuance
- PTG campus tour
- general tour of the area for newly arrived students from overseas

International Student Handbook

This International Student Handbook is for students who enrol in a PTG course to provide essential information from induction to graduation to ensure that students have all the information they need to understand the policies and procedures that operate in the college.

ESOS Act

The Education Services for Overseas Students (ESOS) Act is an Australian government act that controls the delivery of international education in Australia. The ESOS Act was introduced to provide a legislative framework to ensure the quality of programs and services provided to international students and to ensure that the rights of international students are protected.

A full copy of the ESOS Framework is available at www.aei.gov.au/ESOS

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):
• completing the course within the duration specified in the COE
• maintaining satisfactory academic progress
• maintaining approved Overseas Student Health Cover (OSHC) while in Australia
• remaining with the principal education provider for six (6) calendar months, unless issued a letter of release from the provider to attend another institution
• notifying your training provider of your Australian address and any subsequent changes of address within seven (7) days

Course Delivery and Assessment

Delivery of Courses
Students are required to undertake 20 hours study per week during semesters.

PTG courses are structured to ensure the delivery and assessment process is both rigorous and relevant with this approach being supported by formal and planned work placement in a host hotel.

Students are provided with textbooks and workbooks.

PTG adopts a course progress policy and whilst poor attendance is not reported, attendance is monitored and reported as a component of unsatisfactory academic progress.

Industry Environments
PTG has established agreements with Australian Hospitality Services (AHS) host hotels that ensure relevant key industry input into the delivery and assessment of the courses. This involvement of host hotels provides students with exposure to the actual environment in which they will be working.

Assessment Requirements
Students are assessed in a variety of ways. The selection of appropriate assessment(s) instruments is guided by the requirements of the Unit of Competency.

Practical Exercise(s) and Observations
These are usually conducted in the student's host hotel. These involve the student demonstrating their practical and technical skills and abilities eg. assisting customers, preparing rooms.
Students may also be asked to develop a portfolio that usually contains a number of documents, gathered over a period of time, displaying evidence of the student’s ability to perform a number of related practical skills or tasks.

**Written Test**

Written tests may be open or closed book exercises, which may involve multiple choice questions, short answer questions, case studies, and essays.

**Case Study/Written Report**

Case studies and reports require the student to analyse, problem solve and apply their learning from the course to the situation described. They require the student to demonstrate appropriate levels of research and understanding.

**Presentation /Role Play**

Assessment tasks may involve group work and presentations of information as a method of assessing teamwork and communication skills.

**Assessment Submission**

Students will receive an assessment summary at the beginning of each module. The assessment summary contains information to ensure that students can achieve competence. One of these details is the **due date** for each assessment. Students MUST submit all assessments by the due date. Any assessment NOT submitted by the due date will be deemed Not Competent and recorded as a missed assessment.

**Missed Assessment**

In cases where a student has not submitted an assessment, the Academic Director and trainer will meet with the student to decide on the appropriate intervention strategy to ensure successful academic progress. The Academic Director will consider the:

- student’s history in submitting assessments
- attendance record
- compassionate or compelling circumstances

Students may be required to pay a missed assessment fee prior to undergoing the assessment to cover any additional tuition, marking and administration costs. Please refer to [www.pacifictraining.edu.au](http://www.pacifictraining.edu.au) for the schedule of fees.
Students may access PTG’s grievance and appeals process if they are not satisfied with the outcome.

**Assessment Outcomes**

The evidence students submit will be assessed and they will be given written feedback. Each individual assessment submission will be recorded as either Satisfactory or Unsatisfactory. An outcome of Competent or Not Competent will be given for the whole unit (i.e. when all assessment submissions for that unit have been completed).

If the student is assessed as Unsatisfactory in any assessment submission, they will be given suggestions for improvement and required to redo that assessment.

If the student do not agree with the assessment result, or thinks that the assessment process is not valid, or believe that they have been treated unfairly, they can appeal.

Full details of the appeals process are contained in this International Student Handbook. Internal Complaint/Appeal Form are available from reception.

**Re-assessment**

Students who are assessed as Unsatisfactory in an individual assessment will be provided with detailed feedback to assist them to identify the gaps in their knowledge and skills.

Students will be allowed two (2) further attempts at an assessment at no cost. Students who are assessed as Unsatisfactory following the final re-sit attempt will be required to re-enrol into the unit. A Unit Re-enrolment Fee applies. Please refer to [www.pacificctraining.edu.au](http://www.pacificctraining.edu.au) for the schedule of fees.

**Plagiarism**

Plagiarism will not be tolerated. Information, ideas etc. quoted or paraphrased from another source must be acknowledged with “quotation marks” around the relevant words, sentences or ideas and cited at the end of the document. Sources of information, ideas etc. must be provided in alphabetical order by author’s surname (including author’s full name, name of document/book/internet etc. and year and place of publishing) or may be included in brackets in the text.

Students who assist others to have access to their assignment material will be deemed as equally guilty of plagiarism.
Deferring or Suspending a Course

Under the requirements of the ESOS Act and National Code of Practice 2007, international students enrolled at PTG are not permitted to defer commencement of their studies, or suspend their studies, except on the grounds of:

- illness evidenced by a doctor’s certificate stating that student is unable to attend classes
- exceptional compassionate circumstances beyond the control of the student
- student misconduct or misbehaviour

Deferment, suspension and cancellation may affect a student’s visa and PTG must report on PRISMS (Provider Registered Information System for Overseas Students) as required under Section 19 ESOS Act where the enrolment is deferred, temporarily suspended or cancelled. If a student defers or suspends their studies on any other grounds, PTG must report the student to DET (Department of Education and Training) and/or DIBP (Department of Immigration and Border Protection) via PRISMS as not complying with visa conditions.

Credit Transfer (CT)

PTG has in place systems to offer Credit Transfer (CT) to assess an individual's formal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification.

Students may apply for CT either before commencement or as soon as studies commence. For international students an approved CT will mean early completion of qualification and the reduced duration will be reported on PRISMS.

Course Progress Policy

PTG implements the DET Course Progress Policy and Procedures for CRICOS Providers of VET Courses registered on CRICOS. As per Standard 11 National Code 2007, the requirement for attendance monitoring is not required for ESOS purposes; however, it has been factored into determining satisfactory course progress requirement at PTG. The PTG Course Progress Policy
and Procedure outlines the conditions and intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements.

**Intervention Strategy**

PTG monitors students’ academic performance at the end of each teaching period (10 weeks). At this time, students are assessed as to whether or not they have achieved satisfactory academic course progress achieving a minimum of competency in 50% of the units in that teaching period. This is to assist students who have not made satisfactory course progress, with the aim of enabling students to manage their studies successfully and maintaining satisfactory course progress in the future.

Students assigned an academic status of ‘At Risk’ or who failed more than 50% of their subjects in the previous teaching period are advised by letter and email of the support services and resources available to help students improve their academic performance. Students are encouraged to make use of these services and resources in order to improve their academic performance in subsequent teaching periods. Students are required to meet with the Academic Director for further advice on support services and resources and to develop an Intervention Plan. Students will be required to sign their Intervention Plan and a copy of the plan will placed on their file.

Non-compliance with the Intervention Plan will require further meetings with the Academic Director and additional action taken.

Students must read this policy in full as it forms the basis of monitoring academic progress at PTG. Visit [www.pacifictraining.edu.au](http://www.pacifictraining.edu.au) for PTG's Policy and Procedure for Course Progress.

**Extension of Student Study**

PTG will only extend the duration of a student’s study where it is clear that the student will not complete the course within the expected duration as specified on the student’s COE as a result of:

- compassionate or compelling circumstances (e.g. illness, where a valid medical certificate (in English) states that the student was unable to attend classes or where PTG has not been able to offer a pre-requisite unit of competency)
- PTG is implementing the intervention strategy for at risk students not meeting satisfactory course progress
- PTG approved deferment or suspension of studies granted under Standard 13 National Code of Practice

Where there is a variation in a student’s enrolment load which affects the student’s expected duration of study in accordance with Standard 9.2, PTG records this variation and the reasons...
on the student file and college database. PTG will then report the student via PRISMS and/or issue a new COE when a student can only account for the variation(s) by extending the expected duration of study.

Except in circumstances specified as valid grounds for extension to duration as noted above, the expected duration of study at PTG specified in the student COE will not exceed the CRICOS registered course duration.

Visit [www.pacifictraining.edu.au](http://www.pacifictraining.edu.au) for PTG’s Policy and Procedure for Completion within Expected Duration.

**Reduction of Student Study**
Where a student applied for and was granted credit through Credit Transfer (CT) after orientation/commencement, the length of the COE will be reduced via PRISMS.

Where a student course completes early, PTG will notify this early course completion to via PRISMS. PTG reports early course completion on PRISMS.

Visit [www.pacifictraining.edu.au](http://www.pacifictraining.edu.au) for PTG’s Policy and Procedure for Completion within Expected Duration.

**Holidays**
PTG has timetabled in suitable holidays for students undertaking vocational courses so students are not permitted to have additional holidays. PTG closes on all official federal and New South Wales public holidays.

**Special Leave**
Students may apply for special leave under specified compassionate or compelling circumstances. Compassionate or compelling circumstances are generally those beyond the control of the student and which are likely to have an impact upon the student’s course progress or wellbeing and could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student will be unable to attend classes
- death or illness of close family members such as parents or grandparents (doctor’s or death certificate should be provided)
- major political upheaval or natural disaster in the international student’s home country requiring emergency travel and this has impacted, or will impact, on the 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
  ◦ and which has impacted on the student (these cases should be supported by police of psychologist's reports)

Students are required to provide compelling documentary evidence to support their request and are advised of the circumstances and consequences regarding suspension of study as a result of special leave.

Please refer to www.pacifictraining.edu.au for PTG's Policy and Procedure for International Student Deferment, Suspension and Cancellation of Study.

Sick Leave
Students who are absent due to medical reasons MUST provide a medical certificate (in English) from a registered doctor. Where illness is for an extended period of time the student must notify PTG as soon as practicable.

In all cases where a student is absent with or without approval or seeks retrospective approval for an absence, PTG records the period as absent and retains a copy of the medical certificate on the student file and includes notes in the student diary on the college database.

Students must keep the original medical certificate(s) to provide to DIBP if required. PTG maintains copies of medical certificates in the student file.

Payment of Tuition Fees
Students must pay their tuition fee payments by the due date in order to be registered for a class. If a student has not paid their fees they are deemed to be non-financial. Non-financial students may be subject to the following:
• not be registered/allocated to a class while non-financial
• pay published late fees of 10% of money owed

Disclosure of Information
Information about students will not be provided to any other third party without the prior written consent of the student with the exception of relevant government departments, when the information will be provided with or without the consent of the student. A copy of information shared with a third party will be kept on the student's file.
Information about a student from the student

- Students have access to all information kept on their file based upon written or verbal (interview) request.
- Email requests from students for documents will not be processed. Students must write a formal letter with their signature for verification then the request will be processed.

Information about a student from a third party

- Information requests about students from a third party will be denied unless there is written consent from the student.
- Information about students will not be provided to any other third party without the prior written consent of the student with the exception of government departments, when the information will be provided with or without the consent of the student.

In all cases, conditions of the Privacy and Personal Protection Act 1998 will be followed and adhered to by staff members and students at PTG.

Grievance and Appeals

If you have a complaint or are unhappy about a decision or action of the college or a trainer, or the behavior of a fellow student you can do the following:

1. First raise the matter with the trainer.
2. If you are not satisfied or the matter is more serious, complete an Internal Complaint/Appeal Form and resolve the matter with the Administration Manager.
3. Within five (5) days the Administration Manager will contact the student and/or trainer for further information.
4. If you are still unsatisfied, the complaint can be referred to the Academic Director.
5. You will be notified of the outcome of the appeal in writing within ten (10) days.
6. Students may also lodge a complaint with:
   - Overseas Students Ombudsman: 1300 362 072
   - National Training Complaints Hotline: 13 38 73
   - Administrative Appeals Tribunal: www.aat.gov.au

In addition there are a number of professional associations that can assist students with an external appeals process. ACPET (Australian Council for Private Education and Training) has suggested Leadr, the national association of dispute resolvers.
The student may have a support person with them at any time during the grievance or appeals process.

Visit [www.pacifictraining.edu.au](http://www.pacifictraining.edu.au) for PTG’s **Policy and Procedure for Student Complaints, Appeals and Resolutions**.

**Student Support and Consultation**

PTG students are provided with academic and non-academic support to adjust to study and life in Australia, to achieve their learning goals and to achieve satisfactory progress towards meeting the learning outcomes of their chosen course of study.

Visit [www.pacifictraining.edu.au](http://www.pacifictraining.edu.au) for PTG’s **Policy and Procedure for Student Support and Consultation**

**General Administrative Matters**

**Change of Address or Contact Details**

Students must notify PTG changes to their contact details within five (5) working days as maintaining current student contact details is a condition of an Australian student visa.

In cases where PTG issues warning letter(s) or intention to report letter(s), the student is accountable for current address and contact details. Failure to provide current details may impact on student visa status particularly when the student fails to respond to college communication and is reported on PRISMS.

**Leave Application Procedure**

Leave Application Forms are available from reception. Forms must be completed and supporting documentation attached before submission to the Academic Director.

In cases where a leave application has not been approved and the student takes leave without approval, the process for attendance monitoring and course progress will be initiated as per Policy for Course Progress.
Visit www.pacifictraining.edu.au for PTG’s Policy and Procedure for Course Progress.

Student Card
In order to obtain a student card, students must go to reception to take a photo for student identification, which will be ready within five (5) working days. Students must carry the PTG student card at all times when on campus.

The PTG student card can be used as a concession card at museums, theatres, cinemas etc. If a student loses a student card and requires a replacement, a fee will be charged. Please refer to www.pacifictraining.edu.au for a schedule of fees.

Overseas Student Health Cover
Student visa holders are required to obtain OSHC to cover their stay in Australia as a student. Students must make an appointment with the Student Support Officer if there are any problems with OSHC.

Termination
Students wishing to terminate their course earlier than the course completion date must complete a PTG Termination Form stating the reason with attached evidence and attend an interview with the Academic Director. Attached evidence includes but is not limited to a one-way airline ticket, Letter of Offer or COE from a new provider, etc.

If a student requests termination of a principle course of study within the first six (6) months, the student must apply for a Letter of Release which will only be granted in accordance with the conditions in the National Code of Practice. If a student fails to inform PTG that they have terminated their studies, intervention will be initiated and failure to respond will result in reporting on PRISMS.

Extending Course Duration
Students requiring an extension of time to complete their course must make an appointment with the Academic Director. The only reasons for extension of course duration are:
- compassionate or compelling circumstances
- result of intervention
- suspension of studies

PTG is required to issue a Student Course Variation (SCV) on PRISMS and include the reason.
**Student Request Forms**

Students may request information from reception. The appropriate forms and required evidence will be explained by reception to ensure that students receive information and support in a timely manner.

**Campus Guidelines**

PTG students must adhere to the following:

- behave and speak to everyone at PTG in a polite and friendly manner
- respect all nationalities, religions, genders, etc
- maintain valuable items securely at all times
- respect the teaching and learning process
- follow the published grievance and appeals processes to solve problems
- contribute to the positive learning environment
- treat PTG equipment and facilities with respect
- maintain hygiene
- contribute to the safe learning environment
- refrain from smoking on campus and outside the campus smoke in designated areas
- access PTG grievance and appeals process with a positive attitude

PTG will contact relevant government authorities if a student brings any of the following to a PTG campus:

- drugs
- alcohol
- weaponry
- pornography

Students who bring any of the above to PTG campus will be reported to authorities, immediately terminated for disciplinary reasons and reported on PRISMS with the intention that the student visa will be cancelled by DIBP.

**Classroom Guidelines**

During theory and practical classes students will:

- turn off mobile phones
- develop group and cooperation skills in the learning process
- maintain a positive attitude when learning becomes difficult
- participate in all activities
- follow the trainer’s instructions
- respect the right of all classmates to learn
• respect the right of the trainer to train and assess
• request the trainer's permission if it is essential to leave the classroom
• submit formative and summative assessments on time
• participate with relevant industry

**Student Feedback**

Students will complete the following at the end of each study period:

• Learner Quality Indicator
• PTG Student Feedback

Students are requested to answer these feedback forms honestly to assist PTG to undertake continuous improvement of training, assessment, facilities, services, etc. This feedback is welcome and treated as a valuable opportunity to ensure student views are formally addressed and acknowledged for action.

If a student identifies an improvement that can be made at PTG, this information can be provided directly to the trainer or Academic Director at any time.

**Students Rights and Responsibilities**

PTG staff and students participate equally in ensuring that PTG provides a safe learning environment and where student’s rights and responsibilities are transparent and communicated through a wide range of ways including but not limited to:

• orientation and induction
• student handbook contents
• policy access through PTG website
• direct written communication
• special notices
• posters, flyers etc.

**Discrimination and Harassment**

Discrimination and harassment involve a more powerful person or group oppressing a less powerful person or group, often on the grounds of 'difference'. These differences can be related to culture, ethnicity, gender, sexuality, sexual orientation, ability or disability, religion, body size and physical appearance, age, marital status or economic status.

Harassment is unwelcome conduct that humiliates, offends or intimidates people. Harassment is bullying conduct that is neither appropriate nor relevant. This includes words as well as acts, pictures and images and creating a hostile or threatening atmosphere. The
effect is to make a person feel insulted, offended, intimidated and unable to work effectively or, ultimately safely.

Examples of bullying behaviour include unfair and excessive criticism, publicly insulting an individual, ignoring their point of view, constantly changing or setting unrealistic work targets and undervaluing their efforts at work, or cultural insensitivity. PTG does not allow any student or staff member to engage in discrimination, harassment or bullying.

PTG ensures that reported cases of discrimination, harassment or bullying are handled in a confidential, sensitive manner to protect the integrity and rights of participants. Where the allegation is proven with concrete evidence, the student or staff member risks termination.

**Emergency Evacuation Procedures**

During the event of an emergency that requires the evacuation of any PTG campus, all students should follow the instruction of their trainer and the fire safety warden. At all times, the class MUST stay together to ensure the safety and wellbeing of the staff and students.

Once students have evacuated the building they must proceed to the designated area where attendance sheets are checked to ensure that all students have left the building. Students must stay with their trainer until the building is safe to re-enter or have been dismissed.

Emergency exits are signposted with diagrams located in classrooms, hallways and other areas that indicate the appropriate exit to use and the meeting place. These procedures may be updated from time to time.

PTG abides by the Work Health and Safety Act 2011 to protect the health, safety and welfare of staff and students through the provision of safe learning environments and equipment.

The emergency procedure is as follows:
1. Fire alarm sounds and the class prepares to evacuate immediately.
2. Students must line up ready and not waste time collecting belongings.
3. Floor warden (with red or yellow hard hat) will give the signal to the trainer to evacuate with the class clearly pointing out the evacuation pathway.
4. Trainer and students proceed to the designated assembly area using the fire stairs only (no lifts to be used in fire emergencies).
5. Attendance will be taken at the assembly area to ensure that all students and staff are present and no one left on campus.
6. Wait in the assembly area to receive further instructions and do not leave until told to do so by the chief warden.
Course Requirements and Payments

- Prospective students must provide evidence of educational entry requirements and 5.5 IELTS or equivalent (where applicable) to commence the course.
- Students must complete a minimum of six (6) months of the principal course as stated in this agreement before applying to transfer to another provider.
- If the student has nominated an authorised agent, PTG will honour that agent until the completion of the enrolled course.
- Students must pay the Enrolment fee, first tuition fee instalment and Materials Fee prior to commencement. A full schedule of PTG's fees is available at www.pacifictraining.edu.au
- Students must pay the full tuition fee instalment for each ten (10) weeks of training delivery in advance.
- In the case where instalment payments are indicated as the preferred option PTG will invoice for subsequent payments which are payable one week before commencement of the ten week delivery period or defined as the next term.
- A Late Payment Fee of 10% will be applied for all payments received after the published due date for instalments.
- Non-financial students will not be included on the class attendance sheet until outstanding fees have been paid.
- Student's enrolment can be cancelled due to unsatisfactory academic progress, non-attendance, academic misconduct or non-academic misconduct.

Terms and Conditions

After the applicant is offered a place in a course and signs PTG's Letter of Offer and International Student Acceptance Agreement, a binding contract is made between the student and PTG. The contract is governed by the laws of the Commonwealth of Australia and the State of New South Wales.

Students will not be permitted to commence or continue their course until all fees and/or charges are paid. All fees are payable one week before course commencement however to be eligible for acceptance into a course payment should be made when returning the signed International Student Acceptance Agreement to PTG.

Provision has been made to protect payments received in advance by students as stated under the conditions of TPS (Tuition Protection Service). All course fees will be deposited into the PTG Student Fees Account. When the student commences their course, PTG will withdraw these funds from the Student Fees Account.
Refund and Cancellation

All refund and cancellation requests must be made formally in writing on the Refund Request Form and this form must be signed by the student.

The Refund Request Form can be obtained from reception. The cancellation fee will be calculated as shown in the table below.

<table>
<thead>
<tr>
<th>NOTIFICATION PERIOD</th>
<th>CANCELLATION FEE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visa refusal (proof of refusal necessary)</td>
<td>Enrolment Fee non-refundable</td>
</tr>
<tr>
<td></td>
<td>100% refund of pre-paid tuition fees and material fees</td>
</tr>
</tbody>
</table>

Before Course Commencement Date

<table>
<thead>
<tr>
<th>If the student cancels 28 or more days before the course starts</th>
<th>Enrolment Fee non-refundable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>80% refund of pre-paid tuition fees</td>
</tr>
<tr>
<td></td>
<td>100% refund of pre-paid material fees</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If the student cancels within 28 days of course commencement</th>
<th>Enrolment Fee non-refundable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>50% refund of pre-paid tuition fees</td>
</tr>
<tr>
<td></td>
<td>50% refund of pre-paid material fees</td>
</tr>
</tbody>
</table>

After Course Commencement Date

| No refund provided |

1. PTG's Enrolment Fee and Accommodation Placement Fee is non-refundable.
2. In the case where a student enrolls through a registered PTG agent a refund will be paid to this agent.
3. If your visa application is rejected, all fees are refunded in full, with the exception of the non-refundable Enrolment Fee. PTG requires official confirmation from your local Australian embassy or consulate that you are unable to obtain a visa.
4. If a student defers their course start date then the refund policy will apply from the student's original course start date and not the deferred start date.
5. PTG fees are not transferable to another person.
6. No refunds will be made for classes missed due to exams, excursions, internships or other obligations that fall outside the normal schedule of classes.
7. In the case of your suspension or expulsion there will be no refund of fees.
8. PTG reserves the right to cancel a course if intake numbers are insufficient. In the unlikely event that PTG is unable to deliver a student's course in full, a refund will be offered for all the fees paid to date. The refund will be paid to the student within two (2) weeks of the day on which the course ceased being provided. Alternatively enrolment may be offered in an alternative course by PTG.

9. In the unlikely event of provider default resulting in PTG being unable to provide a refund or place to a student in an alternative course, PTG will notify this default to the TPS Director. The TPS director will then allocate the student a period within which they are able to choose an alternative course from the options provided.

10. PTG reserves the right to change its fees and conditions in accordance with changes in the current economic and/or legal conditions and to alter course timetables and class locations within reason at any time without notice. (Changes of tuition fees will not apply to students who have paid and or already commenced their course.) If you believe that these changes are unreasonable you have the right to access PTG’s complaints and appeals processes and to take further action under Australia’s consumer protection laws.

11. PTG reserves the right to deny you access to PTG's premises and to withdraw its other services if your conduct disrupts the normal operation of the college. PTG's grievance resolution processes do not circumscribe your right to pursue other legal remedies.

12. Refund payments will be made in Australian Dollars (AUD).

13. All refunds agreed to by PTG will be made within four (4) weeks of receiving the Refund Request Form.

14. This agreement, and availability of complaints and appeals processes, does not remove your right to take action under Australia’s consumer protection laws.

Overseas Students Ombudsman
Address: GPO Box 442, Canberra ACT 2601, Australia
Phone: 1300 362 072 (in Australia) +61 2 6276 0111 (outside Australia)
Email: ombudsman@ombudsman.gov.au Website: www.oso.gov.au

Change of Session

Students will not be permitted to change their session after week one when the classes have been allocated unless there is sufficient evidence to support the change. Student employment does NOT constitute a valid reason for change of session as the conditions of the student visa to demonstrate satisfactory academic progress is the first priority.
Transferring to Another Provider

All students are required to complete six (6) months of their principal course with PTG. The only exceptions to students gaining a release letter before fully completing the six (6) months of their principal course are as follows:

- PTG has ceased to be registered or the principal course in which a student has been enrolled has ceased to be provided
- PTG decides to provide a written letter of release. Students may apply for a release letter, however, release will not be automatically granted and must comply with the requirements of the National Code of Practice and ESOS Act
- if PTG has had a sanction imposed on its registration by a relevant federal or state government authority that prevents PTG students from continuing their principal course
- a government sponsor of a student considers the change to be in the best interest of the student and has provided written support of that change

Process for Transferring to Another Provider

Students applying to transfer to another provider must use the following process:

1. The student must go to reception to fill in the Termination Request Form.
2. Students must complete all sections in particular the reason and circumstances for the transfer to another provider with documentary evidence.
3. Students who have NOT completed six (6) months of their principal course MUST NOT provide a COE from another provider as evidence. Students who pay tuition fees to another provider in the first six months of their principal course without first requesting termination from PTG breach section 7.1 of the National Code. Students who have already completed six months of their principal course MUST provide a COE from another provider as part of their evidence to transfer to another provider.
4. The student must then make an appointment to meet with the Academic Director to discuss the transfer request.
5. The Academic Director will discuss the circumstances that constitute reasonable grounds for refusal or acceptance of the student's request including when a transfer may be considered detrimental to the student.
6. Assessing and replying to the student transfer request will be completed within five (5) working days unless insufficient evidence has been submitted with the application.
7. In straightforward requests, students will be provided with an immediate signature from the Academic Director during the interview either accepting or rejecting the transfer and termination letter request.
8. In cases where other evidence needs to be provided and considered, all requirements will be noted on the college database with required future actions.
9. In all cases, students who have not had their termination request approved may access PTG’s grievance and appeals process.

**Granting a Letter of Release**

PTG will grant a Letter of Release to students to transfer to another registered provider where the grounds for transfer meet the requirements of the National Code of Practice and ESOS Act. Evidence will be retained on the student file.

Visit [www.pacifictraining.edu.au](http://www.pacifictraining.edu.au) for PTG’s *Policy and Procedure for International Student Transfer between Registered Providers.*

**Health**

**Health Cover**

All students on a student visa pay for health cover prior to arrival in Australia. These health cover cards are sent to PTG and students can collect them from reception.

Once the health cover card or membership number has been issued, students can claim money back on a visit to a doctor or hospital in Australia. To claim, students must take the receipt of payment to the nearest OSHC provider office.

**Doctors**

Students should make an appointment to see a doctor if they are sick and request a doctor’s certificate to account for the absence. On return to PTG, provide reception with a copy of the medical certificate and retain the original. Medical certificates are not used to adjust attendance and the time will be recorded as absent.

**Dentists**

Reception can provide a list of nearby dentists in an emergency situation.

**Hospitals**

Students can go directly to a hospital if the situation is urgent and it is after hours. However, there may be long waiting periods.
Life in Australia

Cost of Living
It is estimated that it costs around AUD$18,000 per year plus tuition fees and insurance to live in Australia. There is an additional living cost of 35% per year for a student's spouse and a further 20% per year for one child and an additional 15% per year for any other children.

On a student visa students are permitted to work up to 40 hours per fortnight during study periods. During non-study periods such as timetabled breaks, students may work additional hours. Student working rights are intended to add to student income rather than be the main supporting factor.

To work, students need a Tax File Number (TFN). A passport number and Australian address is required. Applications can be made as follows:

Online Application
• Go to www.ato.gov.au and apply on line
• Go to ‘For Individuals’ and click ‘Apply for a Tax File Number’
• Go to applying for a TFN and click ‘Online individual tax file number registration (Nat4157)’
• Go to ‘Apply for Tax File Number’
• Scroll to the bottom of the page and click ‘next’
• Follow the instructions until you are finished

Appointment
Call 13 2861 to make an appointment

Visit
Visit the Australian Taxation Office (ATO) at Centrepoint Tower, 100 Market Street, Sydney

Banking
To open a bank account in Australia or get an ATM card with a PIN international students must have:
• PTG Certificate of Enrolment (apply at reception)
• passport
• driver’s license, credit card or bill (if you have been in Australia longer than four (4) weeks)

To have money sent from overseas, it is easiest to arrange a direct transfer via the internet.
Banking hours
Monday to Thursday 9:30am to 4:00pm
Friday 9:30am to 5:00pm

Transport
BUS TRAIN FERRY INFORMATION LINE
Phone: 131 500 Website: www.131500.com.au

MyBus TravelTen is valid for ten (10) trips which you can use on pre-pay buses. These tickets can be purchased at newsagents and train stations.

An OPAL Card is for use on buses, trains and ferries. It’s free to get: you just have to top up the credit for travelling. OPAL Cards are available from railway stations or order online at https://www.opal.com.au/ordercard/?execution=e1s1

As an international student you can only get a discount on public transport if you buy a quarterly or yearly MyMulti ticket 2 or 3. These tickets can be used on pre-pay buses and purchased at newsagents and train stations.

Single bus tickets can be bought from the driver on limited services only.

Useful Contacts and Information
The following is a list of some important phone numbers that students may find useful:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency - Police / Ambulance /Fire</td>
<td>000</td>
</tr>
<tr>
<td>DIBP</td>
<td>131 881</td>
</tr>
<tr>
<td>Medibank Private</td>
<td>1800 188 188</td>
</tr>
<tr>
<td>Health Services Australia (Medical Examination)</td>
<td>8396 0600</td>
</tr>
<tr>
<td>Public Transport Information Line</td>
<td>131 500</td>
</tr>
<tr>
<td>Lifeline Counselling Service (telephone counselling)</td>
<td>131 114</td>
</tr>
<tr>
<td>Translating and Interpreting Service (24 hours)</td>
<td>131 450</td>
</tr>
<tr>
<td>Taxis Combined</td>
<td>8332 8888</td>
</tr>
</tbody>
</table>

Consulates
To find a country's consulate address and details:
Website: http://www.sydneyontheweb.com/essential_info/consulates.shtml
Yellow Pages: Refer to ‘Consulates and Legations’
What to do in Sydney

Students can experience many activities including but not limited to music, art, opera, sport or outdoor activities, students will find something to suit their interests. For information on what to do and what's happening in and around Sydney refer to the following:

Daily Newspapers
The Daily Telegraph: “7 Days” every Thursday

Free Publications
Beat Magazine - music, concerts etc.
Sydney: The Official Guide – tourist information booklet
Can be found outside newsagents, in music/video stores and tourist information centres etc.

Websites
[www.timeout.com/sydney](http://www.timeout.com/sydney)
[www.whatsonwhen.com](http://www.whatsonwhen.com)

Ticketek
For tickets to upcoming sporting matches, shows, musicals, concerts and other major events
Phone: 02 9266 4800 Website: [www.ticketek.com.au](http://www.ticketek.com.au)

Cinema
On Tuesday nights most movies are half price and cinema details can be found in the newspaper’s entertainment section or on the cinema’s website:

Halftix
201 Sussex Street, Sydney - specialises in discount ticketing
Phone: 02 9279 0855 Website: [www.halftix.com.au](http://www.halftix.com.au)

Sightseeing
The following is a list of some of the most popular sightseeing destinations in Sydney:

<table>
<thead>
<tr>
<th>Destination</th>
<th>Website</th>
</tr>
</thead>
</table>
Homestay

Homestay Rules

Homestay accommodation provides students with an opportunity to experience life with a typical Australian family and develop English language communication skills. Students must follow a few simple rules:

- Arrive home before the usual dinner time of your host family or politely inform your host family if you will not be home for dinner.
- Ask if you can help with dinner to actively participate in the host family life.
- Ask permission before using the washing machine, phone, television, computer etc.
- Pay your host for any phone calls and do not use the phone for longer than 5 minutes.
- Keep your bedroom clean.
- Ask host family whether they wash/iron your clothes or you wash/iron your own clothes.
- Do not use the bathroom for more than 15 minutes and clean the bathroom after use.
- Use your own toiletries and buy your own washing powder.
- Ask permission before you invite friends to the host family's home.
- Friends are not allowed to stay late at night.
- Communicate in English as much as possible.
- Be polite to your host family.
- Turn the television and lights off at night.
- Lock the doors when you leave and return home.

Homestay is not a hotel and the host is not a servant but a person who is offering you a bedroom and facilities in their home and the opportunity to experience Australian family life.

Homestay Cancellation Policy

If a student chooses to terminate their homestay, two (2) weeks’ notice is required or two weeks cancellation fee is charged.
Alternative Accommodation
PTG has a list of alternative accommodation available for students. Please advise the Academic Director if you require assistance.

Extension Placement Fee
Students must pay an extension placement fee if an accommodation booking is extended in the same homestay location. The fee is 25% of the original Accommodation Placement Fee.

Second Placement Fee
Students must pay a second placement fee if a second accommodation booking is requested. The fee is 50% of the original Accommodation Placement Fee. A second fee applies if:
• students want to extend their booking and the same accommodation is not available
• students choose to change accommodation and request PTG to find other accommodation

Services and Facilities

Reception
At reception students can:
• pay tuition and accommodation fees
• request information about their enrolment and attendance
• book and pay for social activities
• send scanned documents
• pick up parcels
• collect PTG student card
• request information

Social Activities
PTG organises regular social activities:
• full day excursions
• night time harbour cruises
• weekend trips out of Sydney
• sport (soccer, tennis, squash, surfing, etc.)

Student Room
PTG student room includes:
• microwave
• notice boards (jobs, accommodation, social activities, etc.)
• wireless internet access

**Student Counselling**
Students can access the following support:
• educational counselling about their educational progress and future career plans
• personal or cultural matters

Students go to reception and make an appointment to meet with the relevant staff member who will provide them with support and/or a referral if required.

**Campus Map**

**College Location**
Level 2, 171 Clarence Street, Sydney