

# Uniworld Business College



**RTO: 91283**

**CRICOS Provider: 02827G**

## Pre-Enrolment Information

**Sydney Institute of Tertiary Education Pty. Ltd.  
Trading As Uniworld Business College (UBC)**

ABN: 85 115 015 686

# Table of Contents

<b>1</b>	<b>WELCOME .....</b>	<b>1</b>
1.1	UBC ADDRESS AND CONTACT DETAILS .....	1
1.2	LOCATION.....	1
1.3	FACILITIES .....	1
1.4	RESOURCES AND LIBRARIES .....	1
1.5	STAFF CONTACT TITLES .....	2
1.6	EVACUATION PROCEDURES:.....	2
1.7	TERMS AND CONDITIONS OF ENROLMENT.....	3
1.8	STUDENT RULES .....	3
1.9	DISCIPLINE .....	3
1.10	STUDENT INDUCTION AND ORIENTATION .....	3
1.11	STUDENT MAIL .....	4
<b>2</b>	<b>HEALTH &amp; EMERGENCIES .....</b>	<b>5</b>
2.1	OVERSEAS STUDENT HEALTH (OSHC) .....	5
2.2	WHAT IS COVERED BY HEALTH COVER .....	5
2.3	EMERGENCIES .....	6
2.4	FIRST AID .....	6
2.5	MEDICAL PROBLEMS .....	6
<b>3</b>	<b>STUDENT VISA REGULATIONS.....</b>	<b>8</b>
3.1	ATTENDANCE .....	8
3.2	ACADEMIC PROGRESS.....	8
3.3	ADDRESS CHANGE .....	8
<b>4</b>	<b>ESOS FRAMEWORK .....</b>	<b>9</b>
<b>5</b>	<b>ENTRY REQUIREMENTS .....</b>	<b>10</b>
5.1	WRITTEN ENTRY REQUIREMENTS:.....	10
5.2	AGE REQUIREMENTS .....	10
5.3	ACADEMIC REQUIREMENTS.....	10
5.4	ENGLISH PROFICIENCY REQUIREMENTS .....	10
5.5	RECOGNITION OF PRIOR LEARNING (RPL), CREDIT TRANSFER AND NATIONAL RECOGNITION ..	11
<b>6</b>	<b>TRANSFER/WITHDRAWAL.....</b>	<b>13</b>
6.1	BEFORE SIX MONTHS OF THE PRINCIPAL COURSE .....	13
6.2	AFTER SIX MONTHS OF THE PRINCIPAL COURSE .....	13
6.3	NOTE FOR COLLEGE STUDENTS .....	13
<b>7</b>	<b>DEFERRING CESSATION OR SUSPENSION OF STUDIES.....</b>	<b>14</b>
<b>8</b>	<b>FEE DETAILS.....</b>	<b>15</b>
8.1	SCHEDULE OF FEES .....	15
8.2	ENROLMENT FEE.....	16
8.3	TUITION FEES.....	16
8.4	ACCOMMODATION FEES .....	16
8.5	FEE PAYMENT .....	16
8.6	TERMS AND CONDITIONS PAYMENT OF FEES .....	17
<b>9</b>	<b>CANCELLATION AND REFUND POLICY .....</b>	<b>18</b>
<b>10</b>	<b>STUDENT SERVICE SUPPORT .....</b>	<b>19</b>
10.1	STUDENT COUNSELLING SERVICES.....	19

10.2	LANGUAGE, LITERACY AND NUMERACY (LLN) SUPPORT .....	19
10.3	AIRPORT PICK-UP.....	19
10.4	STUDENT PRIVACY .....	19
10.5	AUSTRALIA'S CONSUMER PROTECTION LAWS .....	20
<b>11</b>	<b>COMPLAINTS AND APPEALS PROCESS .....</b>	<b>21</b>
11.1	LEGISLATIVE REQUIREMENTS .....	21
11.2	GUIDELINE .....	21
11.3	IMPLEMENTATION .....	21
11.4	DEFINITIONS .....	22
11.5	TIMES.....	22
11.6	INFORMAL PROCEDURE .....	22
11.7	FORMAL PROCEDURE.....	23
11.8	REVIEW PROCEDURE .....	23
11.9	POSSIBLE OUTCOMES FROM MAKING A COMPLAINT – SOME EXAMPLES .....	24
<b>12</b>	<b>LIVING IN SYDNEY.....</b>	<b>25</b>
12.1	SYDNEY .....	25
12.2	ACCOMMODATION .....	25
12.3	PUBLIC TRANSPORT .....	25
12.4	BANKING .....	25
12.5	INDICATIVE COST OF LIVING .....	26

# UBC Pre-Enrolment Information

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## 1 WELCOME

The members of the staff of Uniworld Business College (UBC) extend a warm welcome to you. UBC is registered as a college by The NSW Vocational Education and Training Accreditation Board (VETAB). UBC is also registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The CRICOS Provider number is 02827G.

UBC offers Tertiary Courses in Business, Marketing and Accounting.

UBC is committed to high standards in the provision of quality education and courses and other student services. We strive to maintain a happy, congenial atmosphere in which to learn and work and to assist students achieve the best possible outcome.

UBC will ensure that you will fulfil your personal potential during your course, and every endeavour will be made by staff to accommodate your individual needs. The contents of the Uniworld Business College Student Handbook will be discussed with you during the induction program. It is important to keep it safe during your course, as it will provide additional guidance and answers as you progress throughout your course.

In this Pre-Enrolment Information and in the Handbook, you will find information about UBC policies and procedures together with information about forms and documents that you may have to refer to. Students are responsible for understanding and complying with the policies, procedures and other information outlined in the Uniworld Business College Student Handbook.

### 1.1 UBC Address and Contact Details

Uniworld Business College  
55 Regent Street, Chippendale, NSW 2006

Tel: (612) 9699 8600  
Fax: (612) 9699 8611  
Email: [info@uniworld.com.au](mailto:info@uniworld.com.au)  
WEB: [www.uniworld.com.au](http://www.uniworld.com.au)

### 1.2 Location

UBC is located a few minute walk from the major railway station in Sydney (Central Station) and is in the middle of Sydney's transport hub. The campus is also a few minutes walk from the Central Business District (CBD) and Chinatown. Restaurants, shops, sport and entertainment facilities are all close by.

### 1.3 Facilities

There is a Student Common Area. The Student Common Area has chairs and tables and vending machines for drinks and snacks at discount prices. Students can also display personal advertisements and messages on the notice boards located around the campus. UBC has free internet access to its computing labs and access to classrooms for self studying when they are not in use.

### 1.4 Resources and libraries

UBC posts a list on the First Floor Notice-board of in-house teaching and learning resources. These are available by contacting the trainers. The students can have access to the City of Sydney Library.

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# UBC Pre-Enrolment Information

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The City of Sydney Library has branches located throughout the city at Circular Quay, Glebe, Haymarket, Kings Cross, Newtown, Town Hall, Ultimo and Waterloo. The closest libraries are Ultimo (40 William Henry Street) and Haymarket (744 George Street), both short walks from Uniworld at 55 Regent Street. More than 480,000 items are available for loan to library members, including books, talking books, magazines, music scores, CDs and DVDs

- Collection of reference items as well as free information services for the community.
- Local and international newspapers.
- A wide range of quality online databases.
- Internet and computer access.
- Fax & photocopy services.
- Language collections for people from culturally diverse backgrounds, including Chinese, Indonesian, Japanese, Korean, Russian, Spanish, Thai, Turkish, Vietnamese and more
- The largest Chinese language collection in Australia as well as a Chinese satellite TV service broadcasting five channels from China, Hong Kong and Taiwan E-Journals on Libraries are available for members.

Membership is open free to City of Sydney residents and ratepayers. If the student lives in the City of Sydney, the membership is free to the student. To become a member of the City of Sydney Library Network students provide the following documents:

- Proof of name
- Proof of permanent residential address (eg. a bank statement)
- Membership is open to Metropolitan Sydney and NSW Residents.

If the student lives outside of City of Sydney, a \$15 annual membership fee is required to become a member of the City of Sydney Library Network. To become a member students provide the following documents:

- Proof of name
- Proof of permanent residential address (eg. a bank statement)
- \$15 annual membership fee.

Students can also have access to State Library of New South Wales. The main part of the State Library is situated in Sydney's CBD between the Royal Botanic Gardens and Parliament House on Macquarie Street. The State Library of New South Wales is primarily a research facility, is internationally renowned and is one of Australia's leading libraries.

The Library houses and hosts extensive collections and exhibitions, and arranges talks, tours and film shows. The Library holds over 5 million items and aims to collect, preserve and make accessible the documentary heritage of NSW. Whether doing research or simply exploring an interest, readers will discover a wealth of national treasures and new ways of learning about them.

Students may have access to library resources in the areas they live in - for example, Hornsby or Gordon. Enquiries can be made at local community centres or through the Internet.

## 1.5 Staff Contact Titles

- Principal Executive Officer – Linda Turner
- Director of Uniworld Business College – Ian Jin
- Assistant Director of Uniworld Business College- Shahnaj Begum
- Student Service Officer
- Trainers/assessors

## 1.6 Evacuation Procedures:

It is important to know what to do in an emergency. Fire Safety Information and Evacuation Procedures are shown around the premises and detailed during Orientation.

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# UBC Pre-Enrolment Information

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## 1.7 Terms and Conditions of Enrolment

- **ATTENDANCE** - Attend at least 80% of scheduled classes. All courses are full-time courses requiring a minimum of 20 hours of attendance per week.
- **ACADEMIC PROGRESS** – Pass a minimum of 50% of a normal full-time load over a six month period.
- **ADDRESS** - Advise of any change of address or other contact details within seven days of the change.
- **TRANSFER** - A release letter will not be provided for transfer or withdrawal before six months in the principal course, except after consideration of limited circumstances. If students intend to transfer after six months in the principal course, advise UBC of the transfer/withdrawal in writing from the College three weeks before the end of the current term. If notice is not given, students must pay the full tuition fees for the next term and students' attendance will continue to be calculated. If student attendance then drops below 80%, the student will be issued a 20 day notice of intention to report unsatisfactory attendance to DIAC/DEEWR who will decide if the student visa will be cancelled.
- **EXPULSION** – UBC reserves the right to expel students for serious breaches of discipline.
- **FEES** - UBC reserves the right to vary its fees at any time without prior notice.
- **PRIVACY** – Student personal information may be made available by UBC to Commonwealth and State agencies and the ESOS Assurance Fund Manager.

## 1.8 Student Rules

- Students must observe the requirements of Australian and New South Wales laws, including all requirements for international students.
- Students must follow the teacher's/staff directions and co-operate fully in class activities.
- Students must act with courtesy, respect all students and staff, and conduct themselves in a professional manner.
- Students must bring a student ID card to the College and present it to any authorised Uniworld Business College staff member on request.
- Students must not smoke cigarettes, drink alcohol or take drugs in Uniworld premises.
- Students will use all Uniworld Business College equipment carefully and will pay for any damage caused to Uniworld Business College property.

## 1.9 Discipline

- If students fail to comply with rules, students will face disciplinary action at the discretion of Uniworld Business College.
- If students fail to comply with the rules, students may be suspended for up to five days.
- If students fail to comply with the rules after being suspended, students maybe expelled from Uniworld Business College.

## 1.10 Student Induction and Orientation

A Student Induction and Orientation Day and class registration is conducted for all new students prior to course commencement. The Induction and Orientation is conducted on the first day of a term. Students are then asked to familiarise themselves with the contents of the Student Handbook and to ask questions on any matters they do not understand at the Induction and Orientation.

The induction/orientation program is conducted to acquaint students with the Student Handbook and an evacuation procedure that must be followed in case of an emergency. The Induction presentation will contain the following generic information contained in the Student Handbook that will be explained and clarified at the Induction.

# UBC Pre-Enrolment Information

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- Evacuation
- Health & Emergencies
- Attendance
- Academic progress
- Assessment policies, strategies and tasks
- Address Change
- Course Transfer or Withdrawal
- Course Contents
- Fee Details
- Cancellation and Refund
- Student support and additional services

## **1.11 Student Mail**

Uniworld Business College cannot accept responsibility for any student mail addressed to students at the College. Students should obtain their own Sydney postal address and notify family and friends as soon as possible.

# UBC Pre-Enrolment Information

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## 2 Health & Emergencies

### 2.1 Overseas Student Health (OSHC)

All international students in Australia are required to take health insurance cover for any medical expense while living in Australia. This insurance is called Overseas Student Health Cover (OSHC).

All international students coming into Australia must take out their Overseas Student Health Cover (OSHC) before arriving in Australia. Students will pay for the first yearly OSHC fee with your first UBC fees. Students are required to renew their health insurance each year prior to the expiry of their current health insurance. It is the student's responsibility to check the conditions of this health cover. A Medibank brochure is available from the College's Reception. This fee for renewal of OSHC fee is not payable to the College but to Medibank Private direct. We can arrange the cover for you on production of a completed application and written agreement form and a bank draft or bank cheque payable to Medibank Private for the appropriate premium. OSHC fee may be subject to change.

After starting at UBC you need to ask the Reception Desk for your medical OSHC Medicare Card.

### 2.2 What is covered by Health Cover

PLEASE NOTE: the Overseas Student's Health Cover does not cover such things as dental treatment and spectacles. When students visit a doctor, take a Medicare card. Some medical practices will require students to pay a consultation fee; this fee can be claimed back by taking the receipt to the Medicare office.

#### **Hospitals**

Under Medicare you are covered for accommodation and/or treatment in Public hospitals. This applies whether students need to stay in hospital or are a patient at the hospital's Outpatients Clinic or Casualty Department. Public hospitals throughout Australia have emergency clinics where students can go to at any time of the day or night in an emergency. Doctors at the hospital will attend to students.

#### **Ambulance Service**

Overseas Student Health Cover (OSHC) will cover costs for ambulance only when it is used in a state of emergency where medical attention is needed immediately. The costs for an ambulance used for non-emergency medical transport is not covered by OSHC.

#### **Optometrist**

Optometrists can test eyesight to check for any sight disorders and they may prescribe some visual aids or spectacles. Fees for eye tests are covered by medical insurance (Medibank Private), however, glasses or the lenses are not covered.

#### **Dentist**

Dental treatment in Australia is expensive. A basic check-up with no treatment will cost around \$60 but you can expect to pay around \$100 onwards for standard treatments such as fillings, etc.

Special insurance is available for dental cover and it is highly recommended for those who need frequent dental treatments. For more information, please contact Medibank Private on the telephone number below.

Dental Emergency Information Service: 9906-1660



# UBC Pre-Enrolment Information

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## 2.3 Emergencies

For all emergencies that are life threatening, dial 000 from your telephone to be attended by the emergency service departments. This includes Fire, Police and Ambulance services, operating 24 hours a day. Please follow the instructions below for addressing your problem easily to the authorities.

- Ask the operator for the service you need
- Wait to be connected
- Describe the problem

Dialling 000 is a free call. For general police enquires, please ring the police station on 9281 0000.

## 2.4 First Aid

If a student is ill and needs help please contact any member of the College staff, as First-Aid cabinets are available on the premises. The College is not permitted to provide or administer medication to any students. Students who suffer from a serious illness or allergies or who are required to take medication daily should advise the Student Services Officer for any assistance or special arrangements.

## 2.5 Medical Problems

If you get sick, you may have to go and see a doctor. In Australia, you do not go to a hospital unless you are seriously ill. You go to your local doctor who will have a surgery near your house.

### Medical Centre Opening Hours

Surgery hours usually start from 9:00 in the morning and the surgery may be open all day. If you cannot leave the house, you can ring the doctor's Receptionist and make an appointment for the doctor to visit you. In this case, the cost will be more.

### Medibank Private Card

When you arrive, the Receptionist will ask you for your Medibank Private Membership card. Don't forget to take your Medibank Private Membership card when you go to the doctor's surgery.

### Medical Certificate

If you cannot come to college, the doctor will give you a medical certificate that describes what is wrong with you and says how many days you may stay at home. It is important to keep these medical certificates to show the Department of Immigration and Citizenship (DIAC) if the certificates are asked for.

Don't forget to give a copy of your certificate for our files to Reception when you return to the College. However, please note that the College can not change your attendance because of sickness, even if you give us a medical certificate.

### Cost of a Visit to a Medical Centre

In Australia, you only have to pay 15% of the cost of a visit to your local doctor, and if you are in a public hospital you do not have to pay at all. However, not all doctors 'bulk bill' under the Medibank system and you may have to pay their private fee.

You may also have to pay more to see a specialist or if you are in a private hospital. When you get a bill or a receipt for medical service, take it with your medical card to the Medibank Private office and apply for a refund.

### Cost of Medication

## **UBC Pre-Enrolment Information**

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Normally, you have to pay for medicine at the pharmacy. This money is not usually refunded. Please note that Medibank Private does not cover costs of medication at all. If you are hurt in an accident, or need urgent medical attention in an emergency, go to the Casualty Department of a hospital.

# UBC Pre-Enrolment Information

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## 3 Student Visa Regulations

It is the responsibility of all students to remain aware of the conditions of their visa and visa subclass. In accordance with student visa regulations, international students are required to:

- Attend at least 80% of scheduled classes from the commencement of the College term (from Week 1).
- Make successful progress in academic studies. Students must pass a minimum of 50% of a normal full-time load over a six month period.
- Advise UBC of any change of address or other details within 7 days of the change.
- Ensure a study programme to complete the programme within the stated end date of the COE.
- Work no more than 20 hours per week during term and only if a work permit has been granted.
- Renew a student visa before the expiry date.
- Maintain OSHC (Overseas Student Health Cover)

International students who do not comply with these regulations may have their enrolment and student visa cancelled. Students with poor academic progress and attendance records will be warned and subsequently reported to the Dept of Immigration and Citizenship (DIAC) via PRISMS and have difficulty renewing their Visa.

### 3.1 Attendance

Attendances are taken by the trainers/assessors at the start of every lesson, and term and attendances are posted on the notice board. Students on a student visa must have over 80% attendance of their course, as this is a condition of the student visa. Those students with attendance below 80% will be sent warning letters, and they will be asked to see the Student Service Officer to explain the reason for their unsatisfactory attendance. If this unsatisfactory rate of attendance does not improve, the College is obliged to contact the DIAC, and the student visa may be cancelled.

Please note that leave cannot be granted during the College's Academic Term periods unless there are compelling reasons for leave. If a compelling case for leave exists, students are required to obtain a **Request for Leave Form** from Reception who will pass it on to the Student Services Officer and fill out the appropriate details. Students are then asked to organise alternative arrangements for their future study with the Principal. Students are required to forward their request to the reception for processing. If a request for leave is refused any non-attendance in class will be recorded and a student may then be in non-compliance with the conditions of their student visa.

### 3.2 Academic Progress

Students are required to make **satisfactory academic progress**. UBC will monitor student progress at a minimum of twice during the study period to ensure that the student is in a position to complete the course within the expected duration as specified in the student's COE. UBC considers students who are passing less than 50% of the subjects over a period of three or more terms to be making unsatisfactory academic progress. A student who is deemed to make unsatisfactory academic progress is counselled by the Student Services Officer who will send a warning letter once a lack of academic progress is observed.

### 3.3 Address Change

If you change any of your contact details (address or telephone number), by law you must tell the College in writing within 7 days. You can do this at reception. The address you give the college will be used to send letters to you. Some of these letters may refer to your academic performance or attendance. These are very important documents because they affect your visa status. If you change addresses and do not tell the college, the letters will not reach you. As a result, DIAC may cancel your visa.

# UBC Pre-Enrolment Information

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## 4 ESOS Framework

The Department of Education, Employment and Workplace Relations (DEEWR) regulates the education and training sector's involvement with overseas students studying in Australia on student visas. It does this through the Education Services for Overseas Students (ESOS) legislative framework. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers. A simple explanation of the framework is the Easy Guide to ESOS.

All international students are encouraged to refer to the ESOS framework information provided by DEEWR prior to forwarding any payment of fees to Uniworld. This information outlines your rights and information. ([http://aei.dest.gov.au/AEI/ESOS/Quickinfo/ESOS\\_Framework\\_pdf.pdf](http://aei.dest.gov.au/AEI/ESOS/Quickinfo/ESOS_Framework_pdf.pdf)).

# UBC Pre-Enrolment Information

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## 5 Entry Requirements

### 5.1 Written Entry Requirements:

UBC will consider applications from students wishing to apply for a Student Visa, subject to compliance with conditions set by the college, and with legislative requirements of the State of NSW and the Commonwealth of Australia.

Application for must be made on the approved Application and written agreement form. This must be correctly completed, and must be accompanied by the following documents to support the application:

- a copy of the most recent student report card including academic results
- appropriate proof of identity and age (birth certificate or passport identification page)
- any evidence of proficiency in English as a second language

Where the above documents are not in English, a certified translation may be required, with the necessary costs to be met by the applicant.

### 5.2 Age Requirements

UBC requires that all applicants must be at least 18 years of age at the time of the commencement of their studies.

### 5.3 Academic Requirements

Students must provide evidence of academic performance appropriate to entry to the year level requested on the Application or offered as an alternative point of entry by the college in a Letter of Offer. The minimum academic requirements for Business College for international students from China, Korea, Japan, Bangladesh and other countries are “completed at least six years of high school or secondary school (equivalent to Year 12) in their home country”.

### 5.4 English Proficiency Requirements

UBC requires evidence of sufficient proficiency in English to successfully meet the curriculum demands of the enrolled course.

This evidence may be presented as evidence of previous study in English as the medium of instruction, or as results of an acceptable English language proficiency test. For generally acceptable tests and results, see below.

In the case of Assessment Level 4 countries’ applicants with 18 years of age or older, as of April 1, 2004, Migration Regulations must be met. In other cases, UBC generally accepts results from the following:

ACCEPTABLE TEST	MINIMUM TEST RESULT
IELTS	5.5
TOEFL (Paper Based)	530
TOEFL (Computer Generated)	197

Students should note that if their language proficiency is below that outlined above, they may be required to undertake an Uniworld English course prior to commencement of mainstream studies. In this case the minimum English requirements for Business College are “Pass Intermediate Level (Equivalent to IELTS 5.5) in Uniworld English Course” or equivalent in another college in Australia.

# UBC Pre-Enrolment Information

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## 5.5 Recognition of Prior Learning (RPL), Credit Transfer and National Recognition

- UBC must recognise the AQF qualifications and statements of attainments issued by other Registered Training Organizations (RTOs) provide this information to recognise the AQF qualification and statements of obtainment issued by any other RTOs.
- UBC also must recognise the AQF qualifications and statements of attainments issued by other Registered Training Organizations (RTOs), provide RPL information to students prior to enrolment, and provide information to staff on the obligation the AQF qualification and statements of obtainment issued by any other RTOs.

### Credit Transfer

A Credit Transfer is when you have a credit transcript from a registered training provider stating you have completed units of competency that are the same a units taught in your course at UBC. These units are credited to you so you do not need to repeat units you have previously passed. Please complete and bring to your induction day with original transcript - you will need to apply within two weeks.

### Recognition of Prior Learning

Recognition of Prior Learning refers to an assessment of your current skills and experience as they apply to the units of competency in your new course, in your new course. If you would like to request this, an appointment will be made for you with the Director of Studies to discuss critical evidence required and methods of assessing. Bring all supporting documents with you to this interview. Evidence of competency can be collected from other sources such as current job performance, resumes with supporting documents, logbooks, job descriptions, projects or assignments or workplace interviews. Bring anything you think may support your application. You will be notified at this interview the fees applicable for your assessment, which are \$300 per unit until further notice. Fees must be paid before assessment can commence. Once you have paid the fee, the application data will be assessed and any interviews arranged and you will be notified of the outcome of your application within two weeks. You will be contacted by email if any clarification on documents is required. Any certificates or transcripts requested will be forwarded to your address. If you disagree with the outcome of any assessments, you may have the application reviewed under the guidelines of UBC's appeals policy.

International students are advised that where this recognition is issued prior to the issue of a Visa, then the period of your Visa will be reduced to compensate

Participants undertaking training are able to apply to for

- Recognition of Prior Learning (RPL).
- Recognition of current competencies
- National recognition
- Credit Transfer

These exemptions will be granted when all the stated learning outcomes and performance criteria of the training courses have been shown to be met.

# UBC Pre-Enrolment Information

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## **How is prior learning recognized?**

Every training course contains a set of learning outcomes and associated performance criteria that must be achieved before a participant will be deemed competent in assessor training. Broadly speaking, the process involves matching what participants already know and can do with the learning outcomes of the unit of competence.

This recognition process enables participants to focus on developing skills and knowledge in new areas, rather than having to re-learning what they already know and can do.

# UBC Pre-Enrolment Information

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## **6 Transfer/Withdrawal**

### **6.1 Before six months of the principal course**

Please note that a release letter will not be provided for transfer or withdrawal before a student has completed six months in the principal course, except after consideration of the limited circumstances specified in National Code Standard 7.2 and Uniworld College's documented policy. The principal course of study refers to the main course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study. The principal course would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.

### **6.2 After six months of the principal course**

If you intend to transfer from your course, you must:

1. Check that you have completed 6 months in a Principal course
2. Check that your attendance is over 80%.
3. Check that all fees are paid.
4. Fill in an Office Request Form at Reception, indicating that you wish to withdraw. Enter the date, English name, class, student number and mobile number so that the Student Services Officer can contact you.
5. Attach a Letter of Offer from your next provider.
6. Indicate what documentation you require and by when (documents will not be provided if any fees are outstanding).
7. Advise us of your transfer/withdrawal from a course. If you do not do so, your attendance will continue to be calculated. If your attendance then drops below 80%, you will be issued a 20 day notice of intention to report unsatisfactory attendance to DIAC who will decide if you may have to return to your country.

### **6.3 NOTE for College students**

If you do not advise us in writing that you are transferring or withdrawing from the College three weeks before the end of the current term, you must pay the full fee for the next term. For transfers after six months, a student may require a new visa.



# UBC Pre-Enrolment Information

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## 7 Deferring Cessation or Suspension of studies

A student's enrolment may be deferred, suspended or cancelled for the following compassionate and compelling circumstances including but not limited to:

- illness, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies;
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports);
- failure to pay course fees;
- failure to maintain approved welfare and accommodation arrangements (visa condition 8532); or
- any behaviour identified as resulting in expelling students for serious breaches of discipline.
- UBC is required to report failure to maintain satisfactory course progress and/or satisfactory attendance to DIAC/DEEWR which will result in automatic cancellation.

In the event that your studies with UBC cease because the College has terminated, suspended or cancelled your enrolment, the College will continue to monitor the suitability of your welfare arrangements until:-

- you are accepted by another registered provider and that registered provider takes over responsibility for approving your accommodation, support and general welfare arrangements;
- you leave Australia;
- other suitable arrangements have been made which satisfy the Migration Regulations; or
- College reports to DEEWR/DIAC that we can no longer approve the arrangements for you

# UBC Pre-Enrolment Information

## 8 Fee Details

### 8.1 Schedule of Fees

All fees are subject to change and UBC reserves the right to review its fees. If tuition fees and other fees are increased you will be required to pay the new fees when they are introduced. All prices are listed in Australian Dollars (AUD)

Fees	A\$
Enrolment fee	\$150
Materials Fee - Certificate IV/Dip/Adv.Dip per 6 months	\$100
Accommodation placement fee	\$180
Home stay for 4 weeks	\$840
Airport pickup fee	\$100
Overseas Student Health Cover (OSHC)	
3 Month	\$ 87
6 Month	\$174
1 Year	\$354
<b>Course Tuition Fees</b>	
<b>BSB40207 Certificate IV in Business</b>	<b>\$4,000</b>
<b>BSB51107 Diploma of Management</b>	<b>\$4,000</b>
<b>BSB60407 Advanced Diploma of Management</b>	<b>\$4,000</b>
<b>BSB41307 Certificate IV in Marketing</b>	<b>\$4,000</b>
<b>BSB51207 Diploma of Marketing</b>	<b>\$4,000</b>
<b>BSB60507 Advanced Diploma of Marketing</b>	<b>\$4,000</b>

- All international students coming into Australia must take out their Overseas Student Health Cover (OSHC) before arriving in Australia. Students will pay for the first yearly OSHC fee with your first UBC fees. Students are required to renew their health insurance each year prior to the expiry of their current health insurance. It is the student's responsibility to check the conditions of

# UBC Pre-Enrolment Information

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this health cover. A Medibank brochure is available from the College's office. This fee for renewal of OSHC fee is not payable to the College but to Medibank Private direct. We can arrange the cover for you on production of a completed application and written agreement form and a bank draft or bank cheque payable to Medibank Private for the appropriate premium. OSHC fee may be subject to change.

- Students are advised that any school aged dependants accompanying them will be required to pay full fees if they are enrolled in either a government or a non-government school in NSW.
- The materials fee covers the costs of distributing all teaching materials to students by teachers or trainers.

## 8.2 Enrolment Fee

All applicants must pay an enrolment fee of AUD\$150.00, which is refundable in the case of a provider default, but not refundable in the case of student withdrawal from courses. The fee is payable with a completed application and written agreement form.

## 8.3 Tuition Fees

Tuition fees only cover the charges for tuition. Tuition fees DO NOT cover the charges for application fee, accommodation placement, airport pickup, transport, living expenses, textbooks, stationery, and equipment; or clothing required. Tuition fees are payable three months in advance.

Tuition fees may be paid in the form of cash, a bank draft or bank cheque, made payable to the College. The College will not be responsible for any monies paid to an agent or third party. When the College receives your fees, and confirms you have signed our Terms & Conditions on the application and written agreement form, we will send you a Confirmation of Enrolment Form. This form is used to apply for your student visa.

If the student does not advise us in writing that the student is transferring or withdrawing from the College three weeks before the end of the current term, the student must pay the full fee for the next term.

## 8.4 Accommodation Fees

UBC can arrange accommodation with a minimum of 4 weeks notice. The minimum period of Home stay accommodation is 4 weeks. UBC will only accept the first four weeks of Home stay accommodation fees and these fees must be paid in advance, any further Home stay fees must be paid directly to your Home stay family. UBC can assist students in finding alternative accommodation; however, an accommodation placement fee will apply for this service and must be paid in advance.

**Late arrival** - UBC must be given at least one week's notice otherwise an additional airport pickup fee will be charged and one week's Home stay accommodation will be forfeited

**Cancellation (7 days notice or more)** - A student will forfeit their airport pickup fee and their accommodation placement fee, but will be refunded their Home stay accommodation fee,

**Cancellation (less than 7 days notice)** - The student will forfeit their airport pickup fee, their accommodation placement fee and one week's Home stay accommodation fee

**Cancellation (after your Home stay has commenced)** - No fees whatsoever will be refunded

## 8.5 Fee Payment

All students must pay a registration fee to process their enrolment and the first instalment to obtain an eCOE prior to starting their Course. Remaining instalment fees are payable three months in advance or in full for a course less than 6-months duration. Non-payment of College fees will result in expulsion and reporting to DIAC.

# UBC Pre-Enrolment Information

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## 8.6 Terms and Conditions Payment of Fees

1. All fees and charges are payable in Australian Dollars (\$A).
2. Failure to pay an account by the due date when it is due may result in the student being denied access to College services and may prejudice the student's Visa status.
3. If fees are not paid by due date, the student will not be allowed to attend class for the unpaid term until the fees are paid
4. Charges for additional services including music tuition, textbooks, stationery ("incidental charges") are required to be paid as and when such fees are incurred.
5. Fees may be paid by credit card (MasterCard, Bankcard, Visa or American Express). Bank charges made by your bank on funds' transfers will be debited to your College account
6. Some goods and services provided by the College attract GST. Tax will be added, where applicable, to student accounts and all fee paying parent(s)/guardian(s) will accept liability to pay these amounts by the due date. Tuition fees and Health Cover are GST-free.

# UBC Pre-Enrolment Information

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## 9 Cancellation and Refund Policy

1. The enrolment fee, accommodation placement fee, guardian placement fee and airport pickup fee are not refundable under any circumstances, including visa rejection.
2. All refund considerations will be strictly limited to the monies which Uniworld English College or Uniworld Business College (UBC) has actually received. The refund calculation will not include agents' commission paid either directly by the student or through UBC on behalf of the student whether the commission was paid before or after monies were received by UBC.
3. If a student is refused a visa for study or for an extension of study in Australia, the tuition fees, materials fee, guardian fee and the Home stay accommodation fee will be refunded in full within 4 weeks after receiving a written claim from the student, provided that all original documents and an original letter from the Australian Embassy, High Commission or Immigration Office are supplied to UBC.
4. If a student cancels a course no later than 28 days before it is due to commence the enrolment fee plus 30% of the tuition fee will be forfeited.
5. If a student cancels a course 28 days or less before it is due to commence the enrolment fee plus 50% of the tuition fee will be forfeited.
6. No refund will be given to any student who cancels once a course has commenced.
7. No refund will be given to any student who breaches visa conditions or fails to meet course requirements.
8. When students are enrolled in package courses (English and College) NO REFUND will be granted in the event of a cancellation or withdrawal from a following (College) course after the course commencement date of the first (English) course.
9. UBC will not authorise the transfer of fees to any other institution or any other student account.
10. If a student completes a course early or fast-tracks, the full tuition fee and materials fees must be paid before any certification is issued.
11. If students extend courses, they will be subject to additional fees and those fees must be paid before any certification is issued.
12. Should UBC be unable to offer the course for which a student has enrolled, all monies paid to UBC, including the enrolment fee will be refunded within 2 weeks of UBC defaulting on the intended course in which the student has enrolled. Alternatively, the student may be offered enrolment in an alternative course by UBC at no extra cost. The student has the right to choose whether to seek a full refund of course or to accept a place in another course.
13. Students who wish to apply for a refund must do so in writing and address it to the Registrar, Uniworld English College or Uniworld Business College, P.O. Box K1311 Haymarket, NSW 1240, Australia.
14. This agreement, and the availability of complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws. UBC dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

# UBC Pre-Enrolment Information

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## 10 Student Service Support

### 10.1 Student Counselling Services

**Academic counselling services** to improve and extend course outcomes are available. Students are advised to make an appointment at reception to see the Student Services Officer in the first instance. They can then make a time to see the Director of Studies (DOS).. The DOS and trainers/assessors, trainers/assessors and course coordinators are required to monitor student progress. Please make an appointment at the Reception. Additional support and services include education and career counselling. There is no cost for services provided internally.

**Personal counselling services** are available to all students and the Student Services Officer who can then refer you to the appropriate staff. This may take the form of advice or referral to external professional services. There is no cost for services provided internally but external services costs are the responsibility of the student. Please make an appointment at the Main Reception to see one of the student service officers who can speak your own language. Counselling services include but are not restricted to:

- Appeals /conflict resolution
- Stress
- Access and equity issues
- Student welfare and support

### 10.2 Language, Literacy and Numeracy (LLN) Support

Language, Literacy and Numeracy (LLN) Support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing LLN support are identified on enrolment. Many Trainers/assessors have a background in language learning and teaching and are able to offer students case by case support in this area.

Language, Literacy and Numeracy skills are included and identified in all subjects. In identifying literacy and numeracy requirements, students need to:

- Count, Check and Record Accurately
- Read and Interpret
- Estimate, Calculate and Measure

Where formalised LLN support is required by the student, extracurricular assistance is available at no cost for internal support. Contact Director of Studies for more information.

### 10.3 Airport Pick-up

If you notify us early of your arrival time at the airport, we can arrange for someone to pick you up from the airport, should you need this service. Please note we must have clear details of your flight number, airline, and arrival time.

### 10.4 Student Privacy

UBC recognises a student's right to privacy. UBC Privacy Policy identifies how we handle information about you as a learner in this College. We collect and store your enrolment details and your progress reports. When State or Commonwealth Government agencies are requiring general data on student enrolments, we are obliged to submit your enrolment details for statistical purposes.

## **UBC Pre-Enrolment Information**

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We do not identify personal information you have provided us with. The information we collect from you is protected and all personal student files will only contain information pertinent to the student's course program. The confidentiality of all personal information in our records will be protected under the NSW Privacy Act.

Student personal information may be made available by UBC to Commonwealth and State agencies and the ESOS Assurance Fund Manager.

### **10.5 Australia's Consumer Protection Laws**

Any agreements into which you enter with the College, and the availability of complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws. UBC dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

# UBC Pre-Enrolment Information

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## 11 Complaints and Appeals Process

These procedures do not remove any right to take further action through any other legal remedies. Notwithstanding any of these procedures, any complainant has the right to seek an interview with the principal executive officer (however described) to discuss the matter.

This written policy and its guidelines are circulated, understood and implemented consistently throughout Uniworld and are included in the Policy and Procedures Manual, in the relevant Student Handbooks, through the internal Uniworld circulation system and on the Web-site.

### 11.1 Legislative Requirements

Uniworld Colleges complies with the requirements of the National Code 2007, Standard 8 (Complaints and appeals)

### 11.2 Guideline

1. Uniworld complaints and appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved.
2. Uniworld has an appropriate internal complaints handling and appeals process that satisfies the following requirements:

- If a matter cannot be resolved informally, a process is in place for lodging a formal complaint or appeal, and a written record of the complaint or appeal is kept.
- Each complainant or appellant has an opportunity to formally present his or her case at minimal or no cost to him or herself.
- Each party may be accompanied and assisted by a support person at any relevant meetings
- The complainant or appellant is given a written statement of the outcome, including details of the reasons for the outcome.
- The process commences within 10 working days of the formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable.

3. Uniworld has in place a process for a person or body independent of and external to Uniworld to hear complaints or appeals arising from Uniworld's internal complaints and appeals process or will refer complainants or appellants to an existing body where that body is appropriate for the complaint or appeal.

4. If the complainant or appellant is not satisfied with the result or conduct of the internal complaint handling and appeals process, Uniworld must advise the complainant or appellant of his or her right to access the external appeals process at minimal or no cost.

5. If the complainant or appellant chooses to access Uniworld complaints and appeals processes as per this standard, Uniworld must maintain the student's enrolment while the complaints and appeals process is ongoing.

6. If the internal or any external complaint handling or appeal process results in a decision that supports the complainant or appellant, Uniworld must immediately implement any decision and/or corrective and preventative action required and advise the complainant or appellant of the outcome.

### 11.3 Implementation

The Directors and Management of Uniworld Colleges are committed to the continuous improvement of services for staff and students and aim to provide adequate and easily activated procedures to deal with complaints. A strong focus is on the efficient and positive resolution of complaints and grievances and on the maintenance of positive and cooperative working relationships.



# UBC Pre-Enrolment Information

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Uniworld recognises the right of staff members and students to make complaints about any aspect of Uniworld activities. Uniworld will treat complaints and grievances seriously, with processes that are clear, confidential and fair to all parties.

The following matters are included in areas that might be the subject of complaints, but no area of complaint is excluded: workplace harassment; victimisation; bullying; discrimination, including disability discrimination; lack of equal opportunity; racial vilification; academic matters; financial matters.

The policies and procedures provide that:

- each complaint, grievance, appeal and its outcome is recorded in writing.
- each appeal is heard by an independent person or panel.
- each appellant has an opportunity to formally present his or her case.
- each appellant is given a written statement of the appeal outcomes, including reasons for the decision.

## 11.4 Definitions

**Complaint or Grievance.** A clear statement expressing dissatisfaction with an act, decision or omission which a person considers to be unjust, wrongful or discriminatory and within the control of Uniworld.

**Complainant, Appellant or Grievant.** The person making a complaint or submitting an appeal or a grievance.

**Respondent.** The person against whom a complaint, appeal or grievance is brought.

**Staff Member.** Any person currently employed by Uniworld.

**Student.** Any person currently enrolled by Uniworld as a student.

**Mediator.** A person appointed by the principal executive officer as a mediator.

**Harassment.** Any action that is uninvited or unwelcome and interferes with an individual's right to work in a non-threatening environment.

**Discrimination.** An action which results in less favourable treatment of an individual or a group in comparison with another individual or group in the same or similar circumstances.

**Duty of Care.** If a complaint, appeal or grievance is of a serious nature, such as unlawful behaviour, Uniworld will take normal action to protect individuals in Uniworld care.

**Outcomes.** The Outcome will include any action taken by Uniworld as a result of complaints.

## 11.5 Times

- 10 working days is the planned time allowed for the resolution of complaints/ appeals/ grievances.
- If an extension of time is provided all parties must be informed and a time frame agreed upon.
- Former staff members and students must register complaints within 10 days of leaving Uniworld.

## 11.6 Informal Procedure

When a problem or issue arises, staff members or students may seek information from appropriate Uniworld staff eg. tutor, director of studies or principal executive officer. Members who are unsure how to proceed may seek assistance and advice from any staff member. Staff members dealing with an INFORMAL complaint will ensure that they

- Listen and understand the nature of the complaint.

# UBC Pre-Enrolment Information

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- Explore all the options and possible implications for resolving the issue with the complainant.
- Avoid behaviour that might be misinterpreted.
- Look for a resolution. The issue may be resolved at the local level with the least amount of disruption for all parties (The majority of complaints are resolved successfully at this stage).
- Produce a written record for the principal executive officer for record in the Complaint / Grievance Register.
- The outcomes and reasons will be given to applicants in writing by the reporting officer, through the principal executive officer.
- Brief details entered in the Complaint / Appeal/ Grievance Register, kept in the office of the principal executive officer.

## 11.7 Formal Procedure

If the informal process does NOT solve the problem, a FORMAL complaint is the next step. Staff members or students may make a FORMAL complaint (oral or written) to the principal executive officer, and members who are unsure how to proceed may seek assistance and advice from the principal executive officer or from any staff member.

The elements in the formal process are likely to include the following:

- Complainants lodge formal written complaints with the principal executive officer or designated person.
- Complainants outline the incident/issue in writing or agree that notes taken are accurate.
- Complainant desired outcomes are noted.
- Formal complaint entered in the Complaint / Appeal / Grievance Register, office of the principal executive officer.
- The principal executive officer may appoint a committee to make final decisions based on all the evidence, with this committee to be the final point of appeal within Uniworld, or appoint a mediator to try to resolve the matter.
- In any complaint, complainants and respondents have the following rights:
  - To be present or make a written presentation to any body convened to hear the complaint.
  - To be accompanied by any person chosen by them at any body convened to hear the complaint.
  - To receive and respond to any documentation, as appropriate, that is submitted in connection with a complaint.
  - To have a complaint treated confidentially with details only disclosed with permission, unless Uniworld has reasonable grounds for believing the use of the information will be a threat to the life or health of any person, or the use is authorised by law.
- A copy of outcomes and reasons will be given to applicants in writing by the reporting body, through the principal executive officer.

## 11.8 Review Procedure

There are a number of avenues to be followed by any person who believes that a complaint has not been satisfactorily resolved and any person is entitled to take the matter outside Uniworld.

ACPET. Uniworld is a member of the Australian Council for Private Education and Training (ACPET), a private peak body within the education and training industry. If a complainant is not happy with the action taken within Uniworld, the complainant may request mediation through ACPET, who provide access to independent mediators for a fee of approximately \$80 per hour or some other agreed fee.

The contact details for ACPET are:

# UBC Pre-Enrolment Information

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- ACPET Executive Officer
- Website: [www.acpet.edu.au](http://www.acpet.edu.au)

Fair Trading, New South Wales.

If a person cannot resolve a problem with the College relating to fair trading, contact can be made with Fair Trading on 13 32 20. Fair Trading will explain the options.

## 11.9 Possible Outcomes From Making A Complaint – Some Examples

The complaint may not be upheld. There may be several different resolutions, if there are a number of different complaints

- Personal apology.
- Written undertaking or apology.
- Written agreements on future behaviours or actions.
- Remedial action, for example, correction of records, improved practices.
- New internal procedures or guidelines.
- Conciliation/mediation under guidance of a mutually accepted third party (internal or external).

# UBC Pre-Enrolment Information

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## 12 Living In Sydney

### 12.1 Sydney

Sydney is one of the largest coastal cities in Australia and one of Australia's foremost provincial cities. It is a city of beauty, elegance and history. The population is approximately four million and it is famous for the Opera House and Harbour Bridge. Apart from the major landmarks, Sydney is also known for its vibrant and cosmopolitan nature in offering entertainment, festivals, shopping and sight seeing.

Sydney's weather is changeable, although it has a temperate climate there are a few extremes in the weather patterns, especially for a few days in the summers and winters. However, it is mostly pleasant throughout the year. The warmest months of December to February have an average maximum temperature of 26° Celsius. Being close to the ocean, hot days are often tempered by cooling sea breezes and evening temperatures are perfect for relaxed outdoor dining. June to August is the coolest months, with daytime temperatures rarely falling below 7° Celsius. Even on mid-winter days, with their bright blue, wide-open skies, an overcoat is usually not necessary in Sydney.

### 12.2 Accommodation

The following types of accommodation may be available for International students and often include their own room, depending on availability and negotiation. Prices will also vary according to suburb, closeness to transport, etc.

- Full Board (Home stay) A\$250 - A\$350 per week.
- Student house A\$120 - A\$240 per week.
- Half - Board A\$ 200 - A\$ 300 per week (plus expenses).
- Leasing a House/Flat A\$350 - A\$700 per week (unfurnished)

UBC can arrange accommodation with a minimum of 4 weeks notice. The minimum period of Home stay accommodation is 4 weeks. UBC will only accept the first four weeks of Home stay accommodation fees and these fees must be paid in advance, any further Home stay fees must be paid directly to your Home stay family. UBC can assist students in finding alternative accommodation; however, an accommodation placement fee will apply for this service and must be paid in advance.

### 12.3 Public Transport

Sydney has a very well established public transport system. Students can get to the College, city centre and other suburban areas by using public transport. Buses and trains are the most preferred means of transport to travel to the College and in and around Sydney. However, taxis are available everywhere, but they are comparatively more expensive than trains, buses and ferries. Students may contact the Student Services Officer for further assistance in this matter.

The New South Wales Government does NOT allow student concession tickets on trains, ferries and State Transit Authority (STA) buses for overseas students. Please do not travel on a student ticket. The fine for travelling without the correct ticket on public transport is \$100 or more.

### 12.4 Banking

Banks are generally open at 9.30am and close at 4.30pm. On Fridays they close at 5.00pm. Most banks are closed on the weekends, although some branches do open on Saturday mornings. Most banks provide Automatic Teller Machines (ATMs). These are also located in shopping arcades.

## UBC Pre-Enrolment Information

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To open a bank account, you will need to provide your Passport and some money for the first deposit. If you need assistance opening a bank account, please see one of our friendly Student Services Staff.

### 12.5 Indicative Cost of Living

In addition to paying the full cost of their courses, full-fee students must meet all their own travel and living expenses, plus any student association fees or administrative charges made by the institution. A single person studying in Australia will need a minimum of A\$15,000 each year in addition to the tuition fees. This amount also depends on the kind of accommodation a student chooses. For a married person with a dependent, he/she will need another A\$4,000 each year. If there are children, the living expenses needed will be approximately A\$3,000 for each child.

The figures below are estimates only to give an indication of living expenses in the city of Sydney for one year for a single person (excluding Course fees):

Accommodation	\$10,000
Food	\$3,000
Clothing	\$1,000
Entertainment	\$500
Transport	\$1,500
Phone/Internet	\$500
Incidental Cost	\$1,000
Indicative Cost of Living Per year	\$17,500

Please remember that this is a general guide only and the actual costs of living will vary according to location (especially in relation to accommodation costs) and your general lifestyle.