

AGENTS HANDBOOK

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INTRODUCTION

Dear agent,

You are the first point of contact between Batool International Pty Ltd and the prospective student or their parents. It is important to us, that we, through you, enhance the reputation of Australian international education and Australia generally.

Batool International Pty Ltd take all reasonable measures to use education and migration agents that have the appropriate knowledge and understanding of the Australian International Education Industry, Australian Migration Laws and that they act in accordance with the Good Practice Code.

The purpose of this document is to define the guidelines for agents as representative of Batool International Pty Ltd in students' recruitment to ensure compliance with the principles of the National Code and the ESOS Act and in presenting the necessary information, and the benefits, of our college to prospective overseas students.

ABOUT US

Batool International Pty Ltd is provider of English Language Intensive Courses to Overseas Students (ELICOS Provider) accredited by the Australian Skills Quality Authority (ASQA) and registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) to provide courses to overseas students in accordance with the Education Services for Overseas Students (the ESOS) Act 2000, the National Code 2018 and the ELICOS Standards 2018.

OUR FACILITIES

Batool International Pty Ltd operates from various campuses. Please visit our website or access our brochure for more information about our premises, equipment and other services.

LEGISLATIVE REQUIREMENTS

It is required by legislation that agents have access to and provide sound, up-to-date information to prospective students and their families and represent the interests of Batool International Pty Ltd well. Our aim is that relationships with agents is managed transparently to ensure a good reputation of Batool International Pty Ltd is maintained.

The key focus of this document is that all agents and their staff abide by the ESOS (Educational Services for Overseas Students) Act and its accompanying National Code. It is the National Code that stipulates the requirements for working with Education Agents for CRICOS (Commonwealth Register of Institutes and Courses for Overseas Students) registered providers.

REQUIREMENTS OF THE ESOS ACT AND THE NATIONAL CODE

The aim of the National Code is to develop best practice in ensuring that Agents have appropriate knowledge and understanding of Australian international education. Standard 4 of the National Code relates to Australian education providers' dealings with education agents. It requires:

- A written agreement with each Agent



- Responsibilities of each party
- Processes for monitoring the activities of the Education Agent
- Termination conditions
- Batool International Pty Ltd ensures their Agents have access to up-to-date and accurate marketing information
- Batool International Pty Ltd will not engage with dishonest Agents
- If dishonesty is discovered, the education provider must terminate the agreement. Reasons for terminating may be:
 - Taking transferred students before the time limit is up
 - Taking students who the Agent believes will not comply with visa conditions
 - Creating a CoE (Confirmation of Enrolment) for non genuine students
 - Agent providing immigration advice without authorisation (unregistered agents)

LEGISLATIVE REQUIREMENTS

The ELICOS Standards and the Standard 4 of the National Code 2018 stipulated that Batool International Pty Ltd is required, by the legislation, to take all reasonable measures to use education agents that have an appropriate knowledge and understanding of the Australian international education industry and do not use education agents who are dishonest or lack integrity.

It is also the college responsibility that “... its education agents have access to up to date and accurate marketing information as set out in Standard 1”. This means that, at the very least, agents must receive access to the college’s up to date marketing materials.

As a Registered provider, we must:

- have a written agreement with each education agent we engage with;
- enter and maintain education agent details in Provider Registration and International Student Management System (PRISMS);
- ensure education agents have appropriate knowledge and understanding of the Australian International Education and Training Agent Code of Ethics;
- ensure education agents act honestly and in good faith;
- take immediate corrective action, or terminate a relationship if an agent (or an employee or subcontractor) is not complying with the National Code; and
- not accept overseas students from an education agent if we know or suspect that the education agent is engaging in unethical recruitment processes.

Written agreements

As a Registered provider we must have a written agreement with each education agent that formally represents our education services, and enter and maintain the education agent’s details in PRISMS.

The written agreement must outline:

- our responsibilities, including for compliance with the Education Services for Overseas Students Act 2000 (ESOS Act) and National Code 2018;
- the requirements of the agent in representing us;
- our processes for monitoring the education agent’s activities and ensuring the education agent gives overseas students accurate and up-to-date information;
- the corrective actions that may be taken and the grounds for termination of the written agreement with the education agent; and
- the circumstances which information about us, the agent and students may be shared by the registered provider and Commonwealth or state and territory agencies.



The provision of the information is required by the ELICOS Standards, the ESOS Act and the National Code 2018, however this will not be achieved without an ongoing relationship with our agents. To achieve the best outcomes, Batool International Pty Ltd will:

- Conduct an initial training on Batool International Pty Ltd requirements
- Provide an Agent handbook on recruitment of overseas students
- Provide an up to date international prospectus
- Engage in an ongoing communication
- Conduct periodical reviews. As part of the review it is also useful to conduct some qualitative research such as talking to stakeholders including students, parents, admission staff, marketing staff and the agents themselves.

BECOMING AN AGENT

1. All prospective agents of Batool International Pty Ltd must meet the requirements for agent selection (listed below)
2. Batool International Pty Ltd staff will assess the application and approve or decline the agent application based on internal criteria and current immigration legislation
3. All agents will be required to comply with the terms of the Agent Agreement which clearly defined conditions and expectations of agents
4. Agent Agreement will be regularly reviewed in terms of agent productivity and visa compliance.

AGENT SELECTION

When selecting its agents, Batool International Pty Ltd will require the following:

- Company profile
- Names of owners and executives involved in the company
- Any sub-branches or affiliated companies
- Company business and financial probity – questions such as if you have an office, are you collecting fees upfront, etc.
- Copy of current Public liability insurance
- Information on how long the company been established
- At least 2 referees, preferably Australia based
- Possibly two students references to ascertain the level of service the agent provided to them, although this is not common practice
- Training and educational qualifications – to identify whether the potential agent’s knowledge of the Australian international education industry and training qualification are established, such as:
 - Agent’s familiarity with the ESOS Act, National Code, Migration legislation and SNR Standards
 - the visa application processes and the Immigration requirements
 - familiarity with Department of Education website (<https://internationaleducation.gov.au/Pages/default.aspx>)
 - familiarity with ISANA website (<http://www.isana.org.au/resources>)
 - whether you are a Qualified Education Agent Counselors (QEAT)
 - whether you are Registered Migration Agent under the Migration Act



- whether you hold any relevant membership or licences. (For example a Chinese agent need to provide a copy of the Chinese Ministry of Education Registration Certificate or details of partnering agent in China)
- Capacity statement covering the following:
 - what do you know about Batool International Pty Ltd
 - what are our needs and requirements
 - services that you will provide us to assist meeting those needs
- Services – provide details of services that you offer as a part of agency agreement
- Provision of market information to Batool International Pty Ltd including evidence that you know the target market, services being offered and in-market strategies you implement. The application will also allow you to show your knowledge of the geographical territory or market you wish to service. You should provide details of:
 - the potential of the market
 - the geographical area you will service and how you will service it
 - your strengths in these areas
 - the number of students you place / recruit each year
 - your proposal for promotion and marketing in the territories, including the events you will organise and attend on Batool International Pty Ltd behalf

AGENT AGREEMENT

As a part of our compliance with legislation, a formal agreement will be offered to agents to provide details of management of the relationship between the agent and Batool International Pty Ltd. As a minimum, the agent agreement will include the following specifications:

SERVICE PROVISIONS

- Roles and responsibilities of each party will be based on Batool International Pty Ltd business strategic objectives and priorities.
- A clear definition of the territory or geographical area the agent is responsible for and its service will be defined.

KEY PERFORMANCE INDICATORS

- KPIs including student targets, processing times and partner introductions. Examples of KPI include:
 - Number of student applications sent by the agent
 - Conversion percentage of applications to enrolments
 - Length of application processing time
 - Length of students remaining studying
 - Collection of student fees
 - Students academic progress and attendance
 - Student support services

REMUNERATION AND INCENTIVES

Payment procedures and incentives will be clearly stipulated in the agreement and strictly adhered to, including:



- Incentive schemes
- Commission structures

BASIC CONTRACTUAL CONCERNS

The following will be included in any agent contract:

1. THE DURATION OF THE AGREEMENT – the length of the agreement will depend on a number of factors including the relationship with the agent. However all agreements will have 12 months review period.
2. TERMINATION CLAUSES – the circumstances that will lead to the termination of the agreement will be clearly stated. Standard 4 of the National Code provides some guidance on this:

4.6 The registered provider must not accept students from an education agent if it knows or reasonably suspects the education agent to be:

- 4.6.1 providing migration advice, unless that education agent is authorised to do so under the Migration Act
- 4.6.2 engaged in, or to have previously engaged in, dishonest recruitment practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Standard 7 (Overseas student transfers)
- 4.6.3 facilitating the enrolment of a student who the education agent believes will not comply with the conditions of his or her visa
- 4.6.4 using PRISMS to create CoEs for other than bona fide students.

AGENT REVIEW PROCESS:

1. One month before agreement expires Batool International Pty Ltd representative contacts agent
2. Data gathering
 - a. Quantitative data – Internal reports, enrolment statistics
 - b. Qualitative data – Stakeholders feedback
3. Data analysis
4. Batool International Pty Ltd conducts performance review
 - a. Agent met all criteria = approved for renewal => send renewal agreement
 - b. Agent has not met criteria, but no support provided = renegotiate terms of agreement and KPIs => send renewal agreement
 - c. Agent has not met criteria despite support – renewal of agreement not approved => send renewal refusal email

NON-COMPLIANCE

Non-compliance with the legislative requirements, namely the ESOS Act, the National Code, the Migration Act and Migration Regulations or any other contractual arrangements will lead to the following:

- Batool International Pty Ltd provides timeline for rectification or termination of the agreement
- Batool International Pty Ltd will provide circumstances under which the agreement will be terminated
- Batool International Pty Ltd will contact students informing them about the implications for the students and services that are being offered through the agent
- Batool International Pty Ltd may contact government bodies where required.

NON-RENEWAL

- the agent decided not to renew the agreement



- Batool International Pty Ltd decided not to renew the agreement with the agent

SIMPLIFIED STUDENT VISA FRAMEWORK (SSVF)

Batool International Pty Ltd is assessed as a low risk provider by the Department of Home Affairs (DoHA) and students from low risk countries will be able to apply under the Simplified Student Visa Framework (see <https://www.border.gov.au/Busi/Educ/simplified-student-visa> for more information).

The Assessment level is an immigration risk based on a country of origin of the student visa applicant and the education provider. A student is linked to its education provider by the Confirmation of Enrolment (CoE) held at the time when the student visa application was decided. This means that if a student transfers to another education provider their student visa will continue to be linked to the original education provider specified on the CoE for visa grant until the student is granted a further visa. For example if the student is intending to undertake a package of courses, their Student visa outcomes would only count towards the immigration risk rating of the education provider specified on the CoE of the principal course.

What types of visa refusals count towards the immigration risk rating?

- Refusals that count towards an education provider's immigration risk rating include linked student visa refusals due to fraud and non-fraud reasons.
- The number of linked student visas that have been refused (excluding fraud) refers to student visas that have been refused where the overseas applicant did not meet one of the legal requirements for grant of the visa and no fraud was detected. For example, if a student visa applicant does not meet financial, genuine temporary entrant, health or other requirements for grant of the visa. However if a linked student visa is refused because of fraud (whether or not any other refusal reason exists), the refusal information counts towards the number of student visas that have been refused because of a fraud reason.
- Student visa cancellations where the student personally requests visa cancellation are not included. For example, a student who has ceased study and returned home may request visa cancellation.

Batool International Pty Ltd will incur a negative risk rating if the student:

- Breaches visa condition 8202 (i.e. maintaining enrolment, attendance and course progress)
- Breaches condition 8105 (i.e. cannot work more than 40 hours per fortnight when course is in session).

What applicants Batool International Pty Ltd not accept:

- If we think that application application is risky
- If we think that the applicant is not genuine student
- If we think that the evidence provided is not adequate
- If we think that applicant wishes to obtain a student visa through us and will want to move to another provider

We will consider a "risk factor" and take into consideration:

- the applicant's circumstances in Australia;
- the applicant's personal circumstances in their home country;
- the value of the course chosen to applicant's future;



- the applicant's immigration history;
- family members will also be subject to the GTE
- anything else that relates to applicant's plan to stay in Australia temporarily.

ENTRY CRITERIA FOR OVERSEAS STUDENTS

AGE:

- All students must be 18 years of age or over at the time for course commencement

ENGLISH LANGUAGE PROFICIENCY

- Before being considered for admission, overseas students from countries where English is not the first language must demonstrate that they have an adequate level of proficiency in English. Please see our Student Enrolment policy available from our website.
- Applicants who do not meet the minimum English level requirement, after having their English language proficiency assessed, will be advised that they need to undertake a preliminary English course prior acceptance to any courses provided by Batool International Pty Ltd.

STUDENT VISA REQUIREMENTS

- Rather than heavily relying upon checking all documents, Batool International Pty Ltd will conduct a holistic assessment of prospective student circumstances.
- Applicants may be required to attend an interview to support their application.

Genuine intention to study in Australia

- A prospective student must provide evidence that they are a genuine applicant.
- An applicant must satisfy the requirement that they are genuinely seeking to enter and stay in Australia for the purposes of study.

Financial requirements

- Applicants must declare in the application that they will have access to funds to cover their tuition fees and living costs while in Australia. Applicants must not rely on income from working in Australia to support themselves.

Health requirements

- All applicants for a visa to Australia must meet health requirements and processes. Further information can be found at: <http://www.immi.gov.au/allforms/health-requirements/index.htm>
- All costs related to the medical examination are applicant's responsibility. If you undertake a medical examination and your application is not approved you will not be eligible for a refund of any costs you may have incurred.

Character requirements

- All applicants for a visa to Australia must be assessed against the character requirements. Further information on character and police check requirements can be found at: <http://www.immi.gov.au/allforms/character-requirements/index.htm>



Overseas Student Health Cover (OSHC)

- OSHC is insurance that assists international students to meet the costs of medical and hospital care that they may need while in Australia. OSHC also covers limited benefits for pharmaceuticals and ambulance services.
- Students must provide evidence of cover for themselves and any accompanying dependants for the proposed duration of their Student visa in order to be granted a visa.

APPLICATION DOCUMENTS

To be eligible for the admission an overseas student will have to provide us with copies of following documents:

- Copy of their passport
- Copy of their visa
- Copy of their OSHC card / letter
- CV / Resume
- Highest education achievement
- Copy of English proficiency

APPLICATION PROCESS

Step 1 - Counseling

An Agent, based on Batool International Pty Ltd information for each individual course, counsels a prospective student regarding their application, including:

- Academic requirements of selected course
- English Proficiency requirements of selected course
- Minimum funding requirements of total course, including tuition and living expenses and documents required to demonstrate financial capacity
- Documents that are required at the time of application
- Documents that will be required at the time of acceptance

Step 2 – Application Submission

- Applicant or their Agent compiled all required documentation
- Application is submitted online including relevant evidence (Please note that incomplete applications will not be processed until all document are provided or may be refused):
 - Completed and signed online Enrolment Form
 - Certified copy of Passport and Visa (if applicable)
 - Certified academic transcripts (translated if not in English)
 - English Proficiency evidence
 -  or the applicant and their family as required
 - Financial viability evidence (where applicable or requested)
 - Release letter (where applicable)
 - Police checks (where required)
 - Other relevant documents
- Enrolment fee may be paid at the application
- Admissions will process the documents and check for accuracy and course availability



Step 3 - Letter Of Offer

- Successful applicants receive a Letter of Offer (copy forwarded to Agent)
- Letter of Offer lists the Fees and Refund Policy and other useful information regarding enrolment conditions including:
 - Minimum required payment (e.g Tuition fees, Enrolment fee, OSHC)
 - Any terms and conditions attached to the offer
 - Requirement to sign the Acceptance of Offer and Declaration of Financial capacity and understanding of what the requirements mean
 - Rights and obligations of a student

Step 4 – Finalisation Of Enrollment

- Student will pay the minimum payment as outlined in the Offer Letter
- Student agrees with the conditions, fees and refunds policy and returns signed Offer letter to admissions
- Student to provide any outstanding documents required to satisfy any condition attached to the offer
- Once approved a Confirmation of Enrollment (COE) is created and forwarded to the agent and student

Step 5 – Visa Application

- Student or Agent will lodge application for student visa
- Student / Agent are required to inform Batool International Pty Ltd about visa granted or refused and provide a copy of visa grant or refusal letter as soon as practicable
- Student / Agent makes travel arrangements (Please note that students should arrive at least 3 days prior to the compulsory Orientation session, which is held in the week before the course commencement)
- Documents required, but not limited to, for student visa application:
 - CoE/s for all courses
 - Online form 157A
 - Visa Application Charge
 - Passport
 - Evidence of employment
 - Evidence of income
 - Current bank statements

Step 6 – Orientation

- Students are required to attend compulsory Orientation session where they receive further information about studying at Batool International Pty Ltd, visa requirements, meet the staff and receive general information about studying and living in Australia.
- Please inform students to bring following to the Orientation (if they have not done so):
 - Passport
 - Visa (print out if electronic)
 - Australian Address
 - Phone number
 - Email address
 - OSHC (insurance) card



STUDENT ID CARDS

Students will receive a student card in the week following the Orientation day.

The student card can be used as a concession card at museums, theatres, cinemas etc. The Students Card is not valid for a discounted fare on public transport in Sydney, as overseas students must pay full fares. There may be a charge for replacement of a lost card.

EDUCATION & MIGRATION AGENTS' RESPONSIBILITIES

You, as an education and/or migration agent, are required by Batool International Pty Ltd and by Australian Laws (in particular the ESOS Act 2000, The National Code 2018 and the Migration Act 1958) to act in accordance with the legislation.

You receive from us a commission to market our courses and recruit students on our behalf.

WE REQUIRE THAT YOU WILL NOT:

- engage in, or have previously been engaged in dishonest practices, including the deliberate attempt to recruit a student where this clearly conflicts with the obligations of registered providers under Section 7 of the National Code 2018 (Standard 4.6.2 of the National Code 2018)
- facilitate an enrolment of a student whom you believe will not comply with the conditions on his or her student visa (Standard 4.6.3 of the National Code 2018)
- request to create Confirmations of Enrolments for other than bona fide student/s (Standard 4.6.4 of the National Code 2018)
- provide migration advice if you are not Registered Migration Agent under the Migration Act 1958 (Standard 4.6.1 of the National Code 2018)

WE EXPECT YOU TO:

- identify and recruit prospective students for the Batool International Pty Ltd courses
- provide prospective students with up-to-date and accurate information about our college and our courses
- help students fill out application forms, collect evidence to support their application and to do so in timely manner
- act as a contact point between the student and the college

WE, AS THE REGISTERED PROVIDER OF COURSES TO OVERSEAS STUDENTS, WILL:

- use only education and/or migration agents with an appropriate knowledge and understanding of Australian international education industry
- enter into a written agreement with each education and/or migration agent who engages formally to represent the Batool International Pty Ltd. The agreement specifies the responsibilities of the college and the education and/or migration agent
- monitor actions of education and/or migration agent and apply corrective actions if required
- terminate any agreement/s with education and/or migration agent if they do not comply with the Standard 4 of National Code 2018 (Standard 4.5 of National Code 2018)
- we will provide you with access to up-to-date and accurate marketing information (Standard 1 of the National Code 2018)
- we will not accept student/s from education and/or migration agent engaged in dishonest practices



- we will not accept student/s from education and/or migration agent other than bona fide students
- we will not accept students from an education agent whom we suspect of providing migration advice while not being authorised to do so under the Migration Act 1958

EDUCATION AGENTS TRAINING COURSE (EATC)

We recommend to any education agent, not registered as a Migration Agent, to undertake the Education Agents Training Course (EATC) course for education agents, which provides you with the information about the Australian education system, Australia as a study destination, education quality assurance issues and the Australian visa regulation system. The course keeps you informed of changes and developments in international education services and will encourage and support excellence in business service delivery, study and career pathways and professional development for you, your staff and clients.

We strongly suggest that you consider successful completion of the EATC course. Please visit www.pieronline.org for further information.

CHANGE OF AN AGENT

Overseas students are restricted from transferring between agents once they enrolled with the Batool International Pty Ltd. However, a student may request in writing a transfer to another agent. We will inform you in writing about such requests and you will be required to respond to such request.

TRANSFER BETWEEN PROVIDERS

Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Students can apply for a letter of release to enable them to transfer to another education provider. Batool International Pty Ltd will only provide a letter of release to students in the first six months of their principal course in the following circumstances:

- Batool International Pty Ltd is unable to continue to provide the course; or
- The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the college; or
- The student can demonstrate they are experiencing threat to physical or mental health or safety by remaining at the College and can demonstrate clearly how this will be alleviated through a transfer; or
- It has been agreed by the College the student would be better placed in a course that is not available at the Batool International Pty Ltd; or
- The current course of study is clearly not consistent with the documented course requested for on their application.

Batool International Pty Ltd will NOT in general provide a letter of release to students.



REQUIREMENTS OF STUDENTS ON A STUDENT VISA

- All students are required to attend classes for 20 hours per week (and complete 5 hours per week Distance Learning).
- Students must attend 80% of the scheduled contact hours each term.
- Attendance will be marked at the start, during and the end of each session.
- Any student arriving late will be marked absent for the time missed.
- Any student who is absent for 5 consecutive days of their course will be sent an Intention to Report letter asking for an explanation.
- If a student doesn't attend the college on agreed starting date, or notify the college of his/her intentions, then college after waiting 14 calendar days, may cancel students enrolment.
- Students failing academic progress or their attendance requirements will be counselled to assist to achieve satisfactory course progress and/or satisfactory course attendance.
- Students failing academic progress or their attendance requirements will be sent a written notice of intention to report the student to the Department of Home Affairs (DoHA) and they will have 28 calendar days to access Batool International Pty Ltd Complaint and Appeal process.
- Students failing the intervention strategy will be reported to the Department of Home Affairs (DoHA) through PRISMS and their visa may be cancelled.
- Students who are assessed as Not Yet Competent in a Unit of Competency (UOC) must apply in writing to the Academic Manager for permission to be re-assessed. Should a student be assessed as Not Yet Competent at the end of a term, he or she will have to apply to the Academic Manager in writing to re-enrol in that UOC. This permission will only be granted in exceptional, compelling or compassionate, circumstances.
- Students must advise Batool International Pty Ltd within 7 days of any change to their current residential address or contact details.
- Students must maintain Overseas Student Health Cover (OSHC) through the whole stay in Australia on a student visa.
- Students requesting special leave or deferment of a course (only if compelling and compassionate reasons exist) must notify Batool International Pty Ltd in writing.
- Students are permitted to work up to 48 hours per fortnight during the study term. They will need a work permit from DoHA and a Tax File Number from the Australian Taxation Office.

STUDENTS' CODE OF CONDUCT

- Students must conduct themselves in orderly, safe and healthy manner.
- Students must follow WH&S rules and prevent injuries to themselves or any other students or staff.
- Students are required to inform trainers or staff of the college about possible hazards.
- Students must follow college's emergency procedures.
- Smoking is not permitted in the college's premises. Students wishing to smoke have to exit the building and it is only permitted during break times.
- Food or drinks are not permitted in the classrooms or computer labs.
- No drugs or illegal substances are permitted in the college's premises.
- No weapons are allowed in the college's premises.
- Students should refrain from using any devices that may disrupt classes, e.g. mobile phones must be switched off and media players must be switched off.
- Students are responsible for their own possessions and they should not leave their valuables unattended.



- It is important to dress appropriately when attending classes. Students are required to wear clean and tidy clothes. Inappropriately dressed students may not be allowed in the classrooms.
- Students must attend classes regularly and punctually.
- Students must not harass, discriminate or bully any other students, teachers or staff of the college at any times.
- Students are encouraged to report any discriminatory behaviour, harassment or bullying to the teachers or other staff of the college.

Students who fail or choose not to comply with the Rules will be given a verbal warning in the first instance, written warning in the second instance informing the student of intention to expel the student and a dismissal from the college in the third and final instance.

TIMETABLE

Timetables are set for each qualification, however it may be a subject to change. Timetables will be posted at least 2 weeks prior to the commencement of the next term on the website. New students will receive their timetable at orientation.

COURSE DELIVERY

All courses are delivered and assessed at Batool International Pty Ltd in a face-to-face classroom-based training environment. Students work in classrooms under the guidance of a teacher and course participants are provided with training and resource materials including worksheets, handouts, additional reading, slides projections, presentation slides and online access to research and any facilities required for practical exercises. All courses are delivered in English language.

COURSE PROGRESSION AND ATTENDANCE REQUIREMENTS

All students must meet course progress requirements in order to satisfy the conditions of their visa. Students receive monthly progress reports, which will allow them and their teacher to track your progress easily and clearly. Satisfactory course progress means that a student achieved a mark of at least 50% on a monthly progress report and they have attended at least 80% of classes during the study period.

All students must meet attendance requirements in order to satisfy the conditions of their visa. These attendance requirements will be clearly explained during the orientation program. Cambridge English College course offers a minimum of 20 hours face-to-face scheduled course contact per week for the course. Students are expected to attend 100% of classes. Overseas students on an Australian student visa are required to maintain **at least 80% attendance** all the time during their enrolment. This means that they must attend at least 80% of the scheduled contact hours for your course.

If a student is found to have unsatisfactory course progress or attendance, they will be sent the *First Warning Letter* and invited to an intervention and strategy meeting. If, after providing them with this support, their course progress continues to be unsatisfactory, they will be sent the *Second Warning Letter* and invited to another meeting. At this meeting we will discuss their continued course progress and/or attendance issues and the risks to their enrolment and visa if they do not improve.

If, despite interventions having been implemented, a student fails to achieve academic progress / improve attendance, they will be sent a *Notice of Intention to Report*, advising them of our intention to report them to the Department of Education and Training for not meeting their visa requirements. Reporting a student to the Department of Education and Training will trigger a report to the Department of Home Affairs, who will make



the final decision on whether or not their visa will be cancelled. Students get an opportunity to access our Complaints and Appeals processes within the timeframes specified in the letter.

INTERVENTION STRATEGIES

Students at risk of not meeting satisfactory academic progress or not maintaining the attendance requirements will be contacted for counselling. The Student Support Officer will establish a support program for individual students.

ISSUANCE OF CERTIFICATE OF COMPLETION (OR PARTIAL COMPLETION)

On completion (or withdrawal) of their course and payment of final fees, we will issue a Certification of Completion (or Partial Completion) within 10 working days.

FEEDBACK AND EVALUATION

As part of our continuous improvement procedures students will be asked to complete a Course Evaluation survey. Students will have an opportunity to provide us with feedback on the course, the trainers and assessors, the course administration, the training facilities, the training activities, resources and materials, the assessment procedures and agents performance.

PERSONAL INFORMATION

Information provided by students will not be disclosed to any third party unless we have written authorisation for us to do so, or unless it is required or authorised by law. Batool International Pty Ltd may provide personal details about a student to Commonwealth and State Agencies and/or the ESOS Assurance Fund Manager or DoHA if requested.

We will take all reasonable security measures to protect personal information from unauthorised access, misuse or disclosure. Batool International Pty Ltd will also take all reasonable steps to ensure that personal information which we collect, use or disclose is accurate, complete and up-to-date. Students have the right to access the personal information that we hold about them and can also request that incorrect information is corrected or deleted. Access to student's file is available upon a written application.

STUDENTS ADDRESS

All overseas students must notify Batool International Pty Ltd of their current residential address and their contact details within 7 days of any change. Failure to do so may lead to non-compliance with a student's visa conditions and student visa may be cancelled.

ESOS FRAMEWORK FOR OVERSEAS STUDENTS

The Education Services for Overseas Students (ESOS) Framework regulates education of overseas students studying in Australia. The ESOS Framework sets guidelines and minimum standards to protect students as well as Australia's reputation providing quality education and support services to students. The ESOS Framework is also tuition and financial assurance. More information can be found at

<https://www.studyaustralia.gov.au/english/study/education-system/esos-act>

FEES AND REFUND POLICY

All students are required to make tuition fee payments in advance on a term-by-term basis.



The Enrolment fee applies to all courses and is non-refundable. Students are required to pay the following fees at the time of enrolment:

- Enrolment fee
- OSHC (insurance) fee
- The first term of tuition fee

Each student will receive a written agreement which will state their tuition fee due dates. Furthermore, students will be sent a reminder no later than two weeks prior their fees due date.

The payment of all fees and charges is recorded on the college's electronic accounting system. A receipt with a date and signature will be provided for any payments made by a student to the college. A copy of receipt will be given to a student and a copy will be kept on a student's file. Records of fees will be stored on a secure place for two years after the student ceases to be a student and will be kept within college's electronic accounting system for up to five years.

REFUNDS POLICY

See our Fees and Refund policy available online or at reception.

WITHDRAWAL FROM A COMMENCED COURSE

- If a student intends to transfer to another provider or terminate their study at the Batool International Pty Ltd, they must give a notice in writing as soon as practicable.
- If a student decides to transfer to another provider prior the completion of their six months of studies in the principal course of study, they must provide reasons why they wish to transfer. (Please contact us for more information regarding Standard 7 of the National Code 2018)
- In general, no refunds will be given after the commencement date.
- In special circumstances, where a student wants to terminate his/her course after commencement date, pro-rata refunds may be approved on a case by case basis.
- The withdrawal form can be downloaded from our web pages or can be obtained from the reception.

STUDENT SUPPORT SERVICES

Batool International Pty Ltd supports students to adjust to study and life in Australia, to achieve satisfactory progress towards meeting their learning outcomes. Our Student Support Services assist students to adjust in the transition to life and study in a new environment and provide information about:

- Legal Services
- Emergency and health services
- Facilities and resources
- Complaints and appeals processes
- Any student visa enquiries relating to course progress and/or attendance as appropriate

STUDENTS SUPPORT OFFICER

Batool International Pty Ltd has a Student Support Officer who assists students free of charge when experiencing difficulties. The Student Support Officer duties include:

- Overseeing views and rights of students



- Assisting to students in hardship regarding studies, accommodation, work and safety
- Maintaining an up-to-date bank of information relating to welfare, financial, housing, legal or health professionals
- Maintaining up to date information on local agencies offering work and/or work placement
- Moderate students complaints with the college (should the need arise)

OVERSEAS STUDENT HEALTH COVER (OSHC)

OSHC is a compulsory insurance for all overseas students. This is a requirement to obtain and remain on a student visas. The initial payment must be done prior your arrival to Australia. Students have to be insured for the whole period of studies in Australia. The OSHC covers basic medical treatment, emergency transport and treatment and visits at General Practitioners (GP). Part of the payment is returned by the insurance company.

STUDENTS' ORIENTATION

Orientation is conducted usually on Mondays before the first day of the course commencement. The purpose of the orientation is to fully inform new students of the aspects of college life and provide an introduction to rules and regulation concerning studying at the Batool International Pty Ltd and further information about living in Australia. The student and their agent is notified of the compulsory orientation meeting, where student attendance is mandatory.

WORKPLACE HEALTH & SAFETY (WHS), WELFARE AND WORK COVER

The Occupational Health and Safety Act 2000 aims to protect the health, safety and welfare of people at work and states the general requirements, which must be met in workplaces in NSW. Batool International Pty Ltd guarantees to meet its duty of care to staff, students and visitors by providing a healthy and safe environment for work and studies. Students will be informed about emergency evacuation procedures during the orientation (first day of their course).

FIRST AID

A regularly maintained first aid kit is kept at the Reception / Admin office. Any accidents must be reported to the Academic Manager and will be recorded on an Accident Report Form and filed in the Accident File.

ACCESS AND EQUITY

Batool International Pty Ltd provides equal access to training and delivery services for local and overseas students. We conduct flexible training to meet specific needs of individual students where possible.

The student enrolment form requires students to indicate any special needs for the course. Students with learning difficulties beyond our areas of expertise are referred to external specialist agencies. Students' recruitment to the Batool International Pty Ltd is carried out in an ethical manner in accordance with Access and Equity principles.

The trainers at the Batool International Pty Ltd do:

- recognise the cultural diversity of all students
- ensure equal treatment of all students
- encourage full participation and assisting all students to achieve course outcomes



- provide equal access to resources
- refer students with specific learning problems to appropriate agencies

Should a student have any access and equity issues they should first approach their trainer. If they do not wish to do so, they may contact the Students Support Officer.

COMPLAINTS AND APPEALS

We welcome students' feedback and suggestions on our services. Students' feedback and suggestions will assist us in providing you with better quality services. We endeavour to respond to students' suggestions and/or complaints promptly.

We keep written records of students' complaints and appeals. Should they require, we will provide them with a written statement of the complaint and/or appeal outcome. Any student has a right to take further action under Australian Consumer Protection Law if not satisfied with the internal complaint and appeal process.

DEFERRAL OF STUDIES AND EXCLUSIONS

Students are able to defer or temporarily suspend their studies during their course only in certain limited circumstances, on the grounds of compassionate or compelling circumstances. Students may also have their enrolment deferred or suspended due to misbehaviour which can also be grounds for cancellation of studies.

Students have the right to appeal a decision by Batool International Pty Ltd to defer, suspend or cancel their studies. We have an obligation to maintain the students' enrolment while the complaints and appeals process is ongoing.

CRITICAL INCIDENT POLICY

Batool International Pty Ltd recognises the duty of care for its students, staff and visitors and planning for the management of a critical incident is essential.

CRITICAL INCIDENT

A critical incident is a traumatic event, or a threat of such (within or outside Australia) which causes extreme stress, fear or injury. This may include but is not limited to:

- Serious injury, illness or death of a student or staff
- Students or staff lost or injured on an excursion
- A missing student
- Severe verbal or psychological aggression
- Physical assault
- Student or staff witnessing a serious accident or incident of violence
- Natural disaster e.g. earthquake, flood, windstorm, hailstorm or extremes of temperature
- Fire, bomb threat, explosion, gas or chemical hazard
- Social issues e.g. drug use, sexual assault

GOVERNING LAW

Batool International Pty Ltd is bound by and operates within the following legislative and regulatory requirements:



- Education Services For Overseas Students (ESOS) Act
- ESOS Regulations
- National Code Of Practice For Registration Authorities And Providers Of Education And Training To Overseas Students (National Code 2018)
- ELICOS Standards 2018
- Australian Quality Training Framework
- Standards for NVR Registered Training Organisations
- Human Rights And Equal Opportunity Commission (HREOC) Act
- Occupational Health And Safety Act NSW
- Migration Act 1958
- Migration Regulations 1994
- Vocational Education And Training Act

Copies of above legislation is also available at www.austlii.edu.au and www.legislation.nsw.gov.au.