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Cambridge English College
(CRICOS 03830D)

ELICOS STUDENT HANDBOOK 2025



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WELCOME

Thank you for choosing Batool International Pty Ltd., (trading as Fluency Hub) to assist you in achieving your learning goals. We have developed this Student Handbook to give you a guide through your studies and life in Australia. This handbook sets out a range of processes and procedures that have been put in place to guarantee consistency and quality as well as other useful information. Please take time to read this information and complete the "Declaration" at the back of this handbook and return it to us.

On behalf of the whole team, we wish you an enjoyable and rewarding experience with us.

This handbook will refer to a number of documents and where they can be sourced rather than provide a full inclusion. At your orientation, numerous policies will be presented and in keeping with our green and sustainability policy, the resources are available on the online student portal system at any time to clarify all policies. Further, the administration office can provide you with all relevant documentation.

College Facilities

Our classrooms are modern, air-conditioned, have good lighting and are insulated against outside noise and noise from other classes. They have computers for shared use. They are fitted with data projectors and furniture for both teachers and students.

General facilities for students include:

- modern classrooms
- library
- common area including computers
- kitchenette and break out area
- care and counselling rooms
- social programs
- free Wi-Fi

Orientation

All new students must attend Orientation before commencing their course. Orientation includes an English Placement Test, allocation to an appropriate class level, introduction to key staff, explanation of visa obligations, attendance and academic requirements, support services, WHS procedures, complaints and appeals processes, and instructions for accessing the student portal and learning systems. Orientation materials are available online, and students may request additional support at any time. Orientation takes place at 3.00pm on Mondays.

Students must contact the college if they are not able to start their course on the proposed starting date, and must contact the college as soon as possible if there are any changes to these dates. The Education Services for Overseas Students Act 2000 (ESOS Act), states that if a student has not begun their studies or made contact with the college by the proposed start date, he/she will be reported to the Department of Home Affairs via PRISMS within fourteen (14) working days of the proposed start date.

Orientation and Induction Procedures

During orientation, students are reminded that their Written Agreement with Fluency Hub governs fees, refunds, visa conditions, attendance requirements, and the terms of enrolment. Students may request a copy of their Written Agreement at any time from administration.

The orientation takes approximately 2 hours and has 2 parts – Introduction to the college and an English test.



At orientation, a member of staff will discuss all the items that are listed below and make sure you understand them. This will make your entry into the college comfortable and give you a better understanding of the College policies, and your rights and responsibilities. On Orientation Day, you will be given information about:

- The College placement test
- personal information
- allocation to class
- appeals and complaints
- attendance
- changing classes / courses (at an extra cost)
- class timetable
- documents – ID photos - copies of passport pages
- explanation of basic requirements
- leave - medical and other leave
- work health and safety procedures and evacuation procedures
- payments
- student handbook
- tour of College
- use of the Internet

Important Information for Student Visa Holders

Student Visa Requirements

- Students must study a full-time course with a minimum of 20 hours per week
- ELICOS students must attend a minimum of 80% of all scheduled classes for each term
- Students must provide correct contact details (including address, mobile number and email) to the college. Students must update their contact details and give them to the college within seven days. Under the Education Services for Overseas Students Act 2000 (ESOS Act), the college will contact students regularly in order to verify contact details.
- Students who have work rights on their visa can work up to 48 hours per fortnight during the course and unlimited hours during holidays

Student Protection and Rights in Australia

ESOS Framework for Overseas Students

The Education Services for Overseas Students (ESOS) Framework regulates the 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. Further information about ESOS Framework is included towards the end of this handbook.

Please see the link below for more information: <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

Your Rights

The ESOS framework protects your rights, including:

- your right to receive, before enrolling, current and correct information about the courses, fees, structure of study and other information from your provider and your provider's agent



- your right to sign a written agreement with your provider before you pay fees or before services are provided, be given information about refunds of course money, and to be given a copy of your written agreement
- your rights to get the education you paid for, to have protection that will allow you to receive a refund or be placed in another course if your provider is unable to offer your course
- your rights to know:
 - how to use your provider's student support services
 - who the contact officer is for overseas students
 - if you can apply for course credit
 - when your enrolment can be deferred, suspended or cancelled
 - what your provider's requirements are for satisfactory progress in the courses you study
 - if attendance is monitored for those courses
 - what will happen if you change providers
 - how to use your provider's complaints and appeals process

Your Responsibilities

As an overseas student on a student visa you have the following obligations:

- meet and satisfy your student visa conditions
- make sure your **Overseas Student Health Cover** (OSHC) is in use for the period of your stay
- meet the conditions of the written agreement with your provider
- tell your provider if you change your address
- to have satisfactory course progress
- follow your provider's attendance policy

Student Support Services

Fluency Hub supports students to adjust to study and life in Australia and 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 inquiries relating to course progress and/or attendance as appropriate.

Student Support Officer

Fluency Hub has a dedicated Student Support Officer who will assist students free of charge when experiencing difficulties. The Student Support Officer's duties include:

- Overseeing views and rights of students.
- Supporting 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.
- Moderate students complaints with the College (should the need arise).

Counselling – Referral

Counselling is available to those studying at the College. You may want to see the counsellor for private reasons or for problems about day-to-day living.



Students can see the counsellor for many reasons. Everyone finds themselves in difficult situations at some time in their lives. Please talk to us if you are having personal problems, or just want to talk about:

- your special needs
- a disability
- relationships
- family issues
- ongoing problems with anxiety, stress, shyness, depression, low self-esteem
- if you need support

The College will provide access to support services which includes counselling services to assist students. In some cases, the College counsellor may advise you to see another professional. The external professional may charge a fee, and students may have to pay. See your Student Support Officer to learn more about counselling services that are available and to make an appointment.

See Appendix A for additional emergency services, nationally and/or interstate-based.

See the Student Services Guide on our website for a complete guide on how to live in Australia.

Student ID Cards

In order to obtain a student card, students are required to contact administration on the first day of studies or Orientation Day. Students will be issued with a student card soon after course commencement. The student card can be used as a concession card at museums, theatres, cinemas etc. The Student Card is not valid for a discounted fare on public transport in Sydney, as overseas students must pay full fares.

Policies and Procedures

Student Code of Conduct

Fluency Hub is committed to providing a safe, inclusive, and respectful learning environment. Students are expected to behave professionally, treat others with respect, and comply with all College rules, WHS requirements, and Australian laws. Bullying, discrimination, harassment, violence, plagiarism, academic misconduct, and disruptive behaviour are strictly prohibited. Breaches may result in warnings, suspension, or cancellation of enrolment. Students may appeal any disciplinary decision through the College's Complaints and Appeals process.

Our code of conduct ensures that Fluency Hub provides a safe and supportive environment to deliver services to our clients.

1. All people connected with Fluency Hub must be respectful to each other at all times
2. Students must conduct themselves in an orderly, safe and healthy manner
3. Students must follow WH&S rules and prevent injuries to themselves or any other students or staff
4. Students are required to inform trainers or staff of the college about possible hazards
5. Students must follow college's emergency procedures
6. 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
7. Food or drinks are not permitted in the classrooms or computer labs
8. No alcohol is allowed in the college's premises
9. No drugs or illegal substances are permitted in the college's premises
10. No weapons are allowed in the college's premises



11. Students should not use devices that may disrupt classes, e.g. mobile phones or media players
12. Students are responsible for their own possessions and they should not leave their valuables unattended
13. It is important to dress appropriately when attending classes. Students are required to wear clean and tidy clothes
14. Students must attend classes and make genuine attempts to complete study, assessments and other class tasks
15. Students must not plagiarise. Plagiarism is academic cheating and students who continue to plagiarise may be dismissed from the College.
16. Students must not harass, discriminate or bully other students, teachers or staff of the college at any time
17. 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 Code of Conduct 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. The decisions arrived at during this process may be appealed.

Terms & Study Periods

There are no academic terms for English students. Classes operate on a 50 week academic year with a 2-3 week break over the Christmas/New Year period.

Class Times for English Courses

See current timetable for class times.

Medical Problems

If you can't attend college because you are sick:

- You must get a medical certificate from a registered doctor; this document will give the reason for your illness and the dates you were/ are not able to attend college
- You must take this certificate to the Student Services Officer who will copy it and keep it in your student file.

If you are absent for 2 days in a row, you can expect the SSO to contact you by phone to find out the reason for your absence or low attendance and to see what the College can do to assist (e.g. an appointment with the College Student Support Officer).

We will record the details on our student database. You will still be marked 'absent' but it will be taken into consideration by the Department of Home Affairs if your attendance falls below 80%. You should keep the original copy of any medical documentation as the Department of Home Affairs may wish to see it.

Attendance Policy

All ELICOS students must maintain a minimum attendance rate of 80% of scheduled course hours. Attendance is recorded for every session, and Fluency Hub monitors student attendance weekly in compliance with ELICOS Standard P3 and National Code Standard 8. Where a student's attendance falls below the threshold or places them at risk of breaching their visa conditions, the College will implement an intervention strategy, which may include meetings with the Student Support Officer, counselling, attendance improvement plans, and additional academic support.

Fluency Hub will issue warning letters at 90%, 85%, and an Intention to Report (ITR) letter if a student's projected or actual attendance falls below 80%. Students have 20 working days to lodge an internal appeal after receiving an ITR. The College will not report a student if they provide verifiable evidence of compelling or compassionate

circumstances and maintain at least 70% attendance, in accordance with our policy and ELICOS requirements.

During any appeals process, the student's enrolment will remain active, and the student may continue attending classes.

Intervention Strategy

Students at risk of unsatisfactory attendance will be contacted for counselling. The Student Support Officer will establish a support program for individual students, which may include one or more of the following:

- tutorials;
- counselling;
- assistance with personal issues which are influencing progress;
- mentoring;
- placement in an alternative course; or
- combination of the above and a reduction in course load.

A record of the intervention strategy and measures implemented will be kept in the student's file.

Compassionate or compelling circumstances affecting attendance

Examples include:

- You have an unexpected, serious illness or death of a family member (a medical certificate is needed)
- you are involved in legal proceedings for your child (a statutory declaration is needed)
- you or a family member has a serious medical condition and needs treatment (medical documentation is needed)
- you are involved in legal proceedings where the timing is beyond your control (documents are needed)
- you have been in a natural disaster, political uprising or similar event (documents are needed)
- you have an accident or become seriously ill after arriving in Australia (documents are needed)
- there is a delay in receiving your student visa (documents needed)
- you are pregnant (documents needed)
- you witness or are the victim of a serious crime (supported by police or psychologists' reports)

The following will NOT be considered compelling or compassionate circumstances:

- difficulties living in Australia or difficulties with school life
- weddings
- relationship problems
- financial problems
- feeling "depressed" about the situation where the depression is not supported by a medical professional
- you are not able to start studying from the agreed start date because travel has not been organised

If you have any questions about your student visa conditions, you should refer to the Department of Home Affairs website <http://www.homeaffairs.gov.au/> or call 131 881 for information.

ELICOS Course Progression

It takes approximately 12 weeks to complete one level of GE. However, moving to a more challenging higher level depends on your performance and course progress ELICOS Course Progress Requirements (Compliant with ELICOS Standard P4).

Fluency Hub monitors course progress through weekly formative tasks, monthly assessments, teacher evaluations,



and level progression tests. Students are expected to participate actively in all classes, complete assigned work, and demonstrate progress across the four macro-skills: speaking, listening, reading, and writing.

If a student is identified as “at risk” of not progressing, Fluency Hub will implement an intervention strategy, which may include additional tutorials, academic counselling, study skills support, or referral to external services if personal matters are impacting performance. Students will be advised in writing when placed on an intervention plan.

Progress decisions are clearly explained to students, and written feedback is provided. Students may appeal level progression decisions through the Complaints and Appeals Policy.

Certificates

At the end of your studies, you will receive a Certificate of Achievement for an English language level if you:

- have completed minimum 5 weeks at that level
- maintained your attendance above 80%
- have no outstanding fees
- If you have not met the above mentioned requirements, you will receive a Statement of Attainment stating what course you have studied and the course duration.

Deferral, Suspension or Cancellation of Enrolment on a Student's Visa

Students may apply to defer, suspend, or cancel their enrolment where they experience compelling or compassionate circumstances, which must be supported by verifiable evidence. Fluency Hub may also initiate suspension or cancellation due to behavioural misconduct, non-payment of fees, academic or attendance breaches, or other serious concerns.

Where the College intends to suspend or cancel a student's enrolment, the student will receive a Notice of Intention and will be given 20 working days to access the internal appeals process. The College will not deactivate a student's CoE during this period. All approved deferrals, suspensions, or cancellations are reported to the Department of Home Affairs via PRISMS and may affect the student's visa.

Special leave

Students who want to defer, suspend or cancel enrolment are able to if the course in which they were enrolled is unavailable, their visa is delayed or there are compassionate or compelling circumstances. Compassionate or compelling circumstances are usually those out of the student's control of the student and have an effect on the student's course progress or the student's well-being.

Compassionate or compelling circumstances include:

- serious injury, illness, or bereavement, supported by a medical certificate which shows that the student was or will be unable to attend classes
- major political upheaval or natural disaster in the home country, where the student needs to travel for emergency reasons travel and this will impact on the student's studies
- traumatic experiences such as the being a victim of, or witnessing, a serious crime.

How to Apply for Special leave

To apply for special leave, a student must apply at least 15 working days before the required date. Students must

complete the online form with evidence for the application. Tuition fees must be paid which may include until after the end date of the leave of absence. The application will be assessed by the Director of Studies who may refer you to the school counsellor. The Student Support Officer will advise the student within a week of submission if the application has been approved.

Special leave will be approved for a maximum 4 weeks.

DEFERRAL OF A COURSE

Students wishing to defer their studies for more than 4 weeks and up to 3 months (in some exemptions up to 6 months) must apply in writing and provide supporting evidence. Prior to applying for deferment, students must ensure that they have paid any outstanding fees.

Deferral of studies by overseas students is permitted only in compassionate or compelling circumstances such as serious illness, death in the family or for some other serious reason. Students will be required to provide evidence of the compassionate or compelling circumstances.

The Deferral policies can be downloaded from our webpages at www.fluencyhub.com.au or can be obtained from our administration.

Deferral, suspension or cancellation of an enrolment is likely to have an effect on a student's visa. Students should contact the nearest Immigration Department office or refer to <http://www.homeaffairs.gov.au/> for information. All deferrals, suspensions and cancellations of enrolment are notified to the Department of Home Affairs via the PRISMS system and all documentation about the deferral, suspension or cancellation of a student is filed in the student's file.

Notice of Intention to Defer, Suspend or Cancel Enrolment

Where a suspension is initiated by the College, the student will receive a notice of intention to suspend enrolment. In each case, the notice will clearly identify that the student will be given 20 working days to access the College's internal complaints and appeals process. If an appeal is lodged, the College will allow the student to be enrolled in their course until the internal appeals process is finished. The College has the right to not provide learning opportunities during this process if it is considered as a appropriate option.

Cancellation

The College may cancel the enrolment of a student if the student:

- is in breach of enrolment conditions
- has broken any of the College's rule
- is considered a threat to the well-being of other students or staff
- is considered as behaving in a way that may lead to serious misconduct
- fails to meet the requirements of the course progress policy
- fails to pay tuition fees
- fails to re-enrol

Change of class / campus

You can only move from one class to another with a good reason. If you want to change class, you must complete a Change of Class form available online. Students should talk about the change with their teacher and/or Director of Studies.

Change of course

If you want to change your course, you must complete a Change of Course form which you can get from the Student Services Officer's desk. A course changing fee may apply (\$100) and you may have to pay the difference.

Change of Provider

The National Code of Practice for Providers of Education to Overseas Students 2018 (The National Code) state that providers are restricted from enrolling transferring students prior to the student completing six months of their 'principal course of study'. The following procedure is used for assessing applications to transfer within this period. Students who have studied longer than this period can apply as normal and no letter of release need to be sighted or produced.

The principal course of study in the package of courses is the highest course enrolled. If a student has not completed six months at the highest course enrolled, the student will not be granted a letter of release, except under compassionate or exceptional circumstances as determined by the Admissions Manager or the Quality Assurance Manager. Also the College will not provide a release letter when there is an outstanding amount still owed in fees or that it is suspected that they are seeking transfer only to avoid being reported to DHA for failure to meet academic progress or attendance and when the student has not engaged in the intervention procedures the College must follow (if a student has unsatisfactory attendance or academic progress).

The Director / or their authorised representative will make the final decision as to whether to refuse a letter of release for any student. The College will provide the reasons in writing for refusing the request and will inform the student of his/her right to appeal (National Code Standard 10).

A letter of release may be granted in the following situations:

- Fluency Hub fails to deliver the course as outlined in the written agreement; 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
- There is evidence of compassionate or compelling circumstances; or
- There is evidence that the overseas student's reasonable expectations about their current course are not being met; or
- It has been agreed by the College the student would be better placed in a course that is not available at Fluency Hub; or
- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student; or
- There is evidence that the overseas student was misled by the registered provider or an education or migration agent regarding the registered provider or its course and the course is therefore unsuitable to their needs and/or study objectives.

A letter of release will not be granted in the following situations:

- Student fees are in arrears;
- The proposed transfer will jeopardise the student's progression through a package of courses;
- The student has unsatisfactory academic progress;
- The student has unsatisfactory attendance;
- The College is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- The student does not provide a letter from another registered provider confirming that a valid enrolment offer

has been made.

If a letter of release is refused, reasons for the refusal will be documented in writing and the student will be informed of their rights of appeal using the College's Complaints and Appeals Procedure. A copy of the student's letter of release application; notes recording the assessment of the application and a copy of the response letter outlining the decision made in relation to the request for release that was sent to the student by the College is placed into the student's file.

Fees and Refund Policy

Refund Policy forms part of your Written Agreement with Fluency Hub and must be read together with the Terms and Conditions of Enrolment. Refunds are assessed in accordance with the Education Services for Overseas Students (ESOS) Act 2000, the ESOS Regulations 2019, and the Australian Consumer Law.

Fluency Hub will pay any refund owed under provider default within 10 working days of the default date as required under sections 46D–46F of the ESOS Act. For student default, refunds will be paid within 10 working days of receiving a complete Refund Application Form and supporting evidence.

Nothing in this document affects your rights under the Australian Consumer Law.

1. Before You Enrol

Before you pay any fees, we will give you clear information about:

- The total tuition fees for your course
- Any non-tuition fees (application fee, materials if required, etc.)
- How and when you need to pay
- Our refund conditions
- Course length, timetable, and attendance requirements
- Your rights and responsibilities as an overseas student

This helps you make an informed decision before you enrol.

2. Payment of Fees

Application Fee

- \$200 (non-refundable)

Tuition Fees

- You only need to pay up to 50% of your tuition fees before your course starts
- You can choose to pay more if you want

When to Pay

- 50% on acceptance of your offer
- The remaining 50% on or before your first day of class

We will give you invoices for every payment and receipts for every fee we receive.

3. How Your Fees Are Protected (TPS)

Your tuition fees are kept in a designated account, separate from our daily business account.

If we cannot start or finish your course, the Tuition Protection Service (TPS) will help you:



1. Get a refund, or
2. Be placed in another similar course

This protects you and your money.

4. Refunds — Easy Guide

Visa Refusal — Before Course Starts

If your visa is refused before your course begins:

- ✓ You get a full refund of all tuition fees
- ✗ Application fee is not refunded

Visa Refusal — After Course Starts

You get a refund of the unused portion of tuition fees.

Provider Default

If Fluency Hub is unable to deliver your course in full, you will be offered either:

- a) a refund of all unused tuition fees within 10 working days, or
- b) placement in an alternative course at no additional cost.

These actions are carried out in accordance with Sections 46A–46F of the ESOS Act. If Fluency Hub is unable to assist you, the Tuition Protection Service (TPS) will contact you directly to offer placement in an alternative course or arrange a refund of unused tuition fees.

Student Withdrawal Before the Course Starts

- Withdraw 29+ days before start date → 50% refund of tuition fees
- Withdraw 0–28 days before start date → No refund
- Application fee → No refund

You are not eligible for a refund if:

- You withdraw after the course starts
- You do not attend or do not meet visa conditions
- You provide false or misleading information
- Your enrolment is cancelled for misconduct or unpaid fees

5. Compassionate or Compelling Circumstances

If something serious happens that is out of your control (e.g., illness, family emergency, major crisis), you can apply for a special refund review.

You must:

- Complete a Refund Application Form
- Provide evidence (e.g., doctor's certificate, police report, death certificate)

We will assess your case fairly and quickly.

6. How to Apply for a Refund

1. Complete a Refund Application Form
2. Attach any evidence needed
3. Submit it to Student Services
4. We will assess your refund within 10 working days

5. You will receive a written decision
6. Approved refunds are paid within 10 working days

Refunds can be paid to you or a nominated person (as written in your agreement).

7. Your Rights

You have the right to:

- Make a complaint or appeal any refund decision
- Access an external appeals body
- Receive fair and transparent information
- Ask questions anytime about your fees or enrolment

Nothing in this policy affects your rights under Australian Consumer Law.

Cancellation and Suspension by the College

The College may suspend a student for misconduct, in situations where the student

- has broken any of the College's rule
- is in breach of enrolment conditions
- is a threat to the well-being of other students or staff

If the suspension of a student's enrolment will result in the student being unable to complete the course within the course duration as it is on the CoE, the student must apply for a course extension. The student will be advised to check with their agent and the Department of Home Affairs for information about the impact of the extension of the course on the student's visa.

Academic Misconduct and Plagiarism

All students are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done. Plagiarism is defined as a copying directly from an unauthorised source/s (e.g. internet, or another students' assignment).

Discipline and Misconduct

Students are expected to respect other students, staff and property so that learning and teaching can take place freely, safely and without impediment due to the misconduct of others.

General misconduct is where a student acts dishonestly; harasses other students or staff; interferes with students or staff; prevents or disrupts learning; disobeys/fails to comply with contractual or legal requirements; misuses, damages or steals Fluency Hub's property or the property of others; alters/defaces Fluency Hub's documents or records; prejudices the good name of Fluency Hub's, or otherwise acts in an improper manner.

The CEO will impose temporary exclusion or notice of cancellation to a student for a gross misconduct or breach of the College Regulations. Fluency Hub will report all criminal acts committed by students to the relevant authorities.

Students in a breach of the College's Regulations will be notified in writing of penalties as a consequence of general misconduct. Students have the right to appeal a decision by Fluency Hub to defer, suspend or cancel

their studies. A notified student has 20 working days to access the college's complaints and appeals policy as directed by the National Code 2018. Fluency Hub has an obligation to maintain the students' enrolment while the complaints and appeals process is ongoing.

The student discipline and misconduct policy can be viewed at the administration office or at the web pages www.fluencyhub.com.au

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.

Complaints and Appeals

We welcome your feedback and suggestions on our services. Your feedback and suggestions will assist us in providing you with better quality services. We will endeavour to respond to your suggestions and/or complaints promptly at all times. Appeals made will be dealt with professionally and within the policy guidelines.

Fluency Hub provides a fair, accessible, and free complaints and appeals process, in compliance with National Code Standard 10. Students may make a complaint or appeal a decision without fear of disadvantage. All internal processes are free of charge, and students may bring a support person at any stage of the process.

The College will acknowledge a complaint within 5 working days, assess it within 10 working days, and finalise the outcome within 30 calendar days unless there are clear reasons requiring more time. During the internal appeals process, the student's enrolment will be maintained and not reported to the Department of Home Affairs.

Fluency Hub is committed to providing a fair, transparent, and accessible complaints and appeals process in accordance with National Code Standard 10. Students may make a complaint or appeal a decision without fear of disadvantage or negative treatment. All internal stages of this process are free of charge, and students may bring a support person to any meeting. Fluency Hub will ensure that all complaints are handled promptly, fairly, and with appropriate confidentiality.

Where a student lodges an internal appeal, Fluency Hub will maintain the student's enrolment and will not report the student to the Department of Home Affairs for attendance, progression, or behavioural matters until the internal (and if chosen, the external) appeals process is completed. Students must continue to attend classes and participate in all academic activities during this time unless advised otherwise in writing.

If the student is not satisfied with the internal outcome, they may lodge an external appeal with the Overseas Students Ombudsman (OSO). Details are included below.



We keep written records of students' complaints and appeals. We can provide you 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.

Fluency Hub has a policy and procedure for complaints and appeals. The policies are available online at www.fluencyhub.com.au or through administration.

How to make a complaint, how to deal with a complaint and how to find support.

Anyone can make a complaint, including a student, an employee or contractor in any location where the organisation's services are provided.

What can a complaint be about?

- the service provided by our Student Support Officer
- your class, your level or your teacher
- a problem that you may have
- anything else that you are not happy about

How can a complaint be made?

A complaint can be made by speaking directly with college staff or in writing. You can make a complaint by speaking to your teacher or to the Student Support Officer.

Informal Complaint

Most problems can be resolved quickly if students speak with someone who knows how to help. You do NOT have to give your name.

Formal Complaint

If you want to make a formal complaint you can fill in the online complaints form and receive help. You are allowed to have a person present to support you when making the complaint.

Our staff or the Director of Studies will give you information about the complaints and appeals process during the orientation program. You will be given information on how to access the complaints form.

You should write your name on the complaint form, but you do not have to do this. Students should be aware that, in some cases, the follow up process cannot continue if there is not enough information or if you request that your identity be kept a secret. We will assess your complaint within 10 working days and all reasonable measures will be taken to finish the process as soon as possible and within 30 days. If you have made a complaint you will be given a written statement of the outcome, including details and the reasons for the outcome.

The Outcome of a Complaint

It is possible that a student is not satisfied with the outcome of a complaint. Fluency Hub must follow our policy and legislative requirements which means that it will not always be possible to give the student the outcome they are looking for.

External Complaints or Appeals

If a student is not satisfied with the outcome of the complaint or appeal at the end of the internal process, the student may want to have the problem dealt with externally, by a dispute resolution process assisted by the

Overseas Students Ombudsman. Fluency Hub does not charge any student for giving information and referring them to external support services/agencies.

Things you should know about the Overseas Students Ombudsman (OSO):

- In Australia, you have the right to complain
- OSO services are free
- In some cases, the OSO may decide not to investigate your complaint. This might happen where another organisation could help you, or you have not spoken to your provider about your complaint
- If the OSO decides not to investigate, they will tell you why or the OSO may refer you to another organisation that can help
- The OSO is independent and fair. If the OSO decides to investigate your complaint, they will contact the education provider and ask what happened
- The OSO will treat your information with privacy and respect, and will only collect, use and disclose your personal information in relation to Australian privacy laws.

Overseas Students Ombudsman

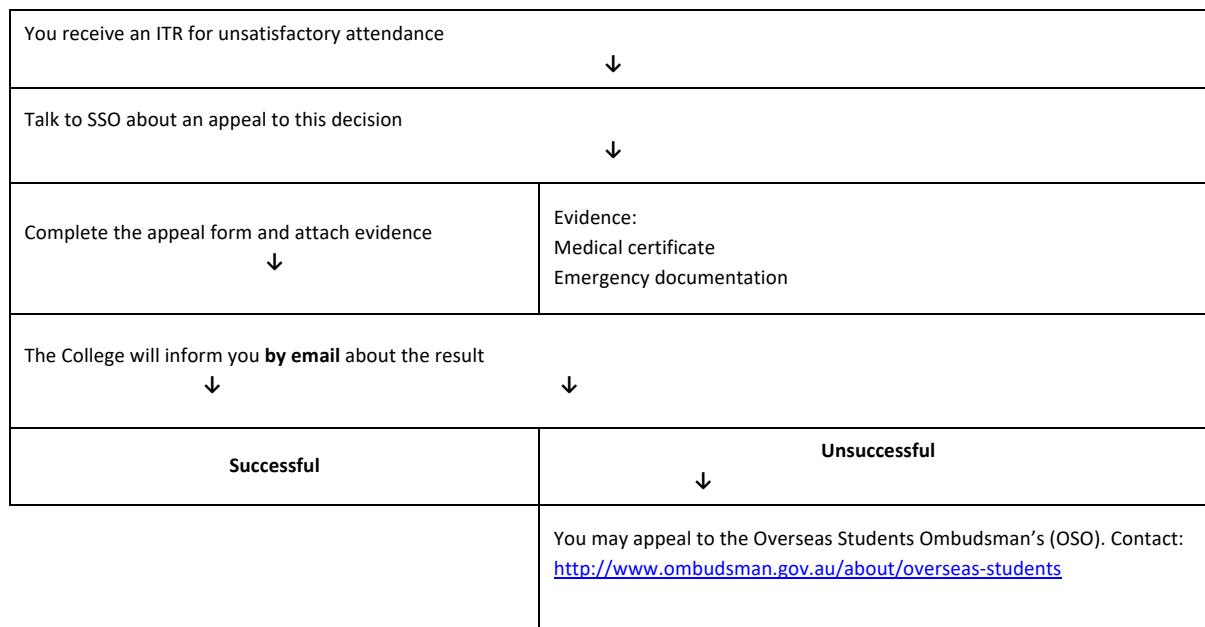
<http://www.ombudsman.gov.au/>

Tel: 1300 362 072

ELICOS Student Complaints – flow chart

You have a complaint →		Talk to someone – teacher, Student Support Officer, any staff, Academic Manager. You can ask for a support person to help you. ↓
The problem is not solved or is more serious ↓		Problem solved
Complete the complaint form online ↓		
The College will inform you by email about the result ↓		
Successful	Unsuccessful ↓	
	You may appeal to the Overseas Students Ombudsman's (OSO). Contact: http://www.ombudsman.gov.au/about/overseas-students	
PLEASE NOTE: Students may be accompanied and assisted by a support person at any meeting.		

ELICOS Student Appeals – flow chart



Privacy and Management of Personal Information

Fluency Hub collects, stores, and uses personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). Personal information will only be used for the purpose for which it was collected, including enrolment administration, academic progression, government reporting, regulatory compliance, and provision of support services. Information may be disclosed to authorised government agencies such as the Department of Home Affairs, ASQA, the Tuition Protection Service (TPS), or other organisations as required by law. Students may request access to their personal information or request corrections in writing at any time.

Disclosure Required by Law

Fluency Hub is required by the ESOS Act 2000 and the National Code 2018 to provide personal information about students to the Australian Government and designated authorities, including the Department of Home Affairs, ASQA, the Tuition Protection Service (TPS), and other agencies as required by law.

Living in Sydney

Safety in Sydney

Like most modern cities, Sydney is quite safe but has its share of crime. Carrying large amounts of cash and walking around alone at night is not advisable. Automatic Teller Machines are safe to use in the daytime and pin numbers should be memorised. The Student Services Guide contains more information.

Living Expenses

As of May 2024, the minimum for living costs is **AUD \$29,710** for the primary applicant, with additional funds required for accompanying family members, according to the [Department of Home Affairs](http://www.homeaffairs.gov.au/)

Note: This figure does not include tuition fees. Please visit the Department of Home Affairs website for more information: <http://www.homeaffairs.gov.au/>

Remember that the cost of living in Sydney will depend on your lifestyle. For example, eating out at restaurants all the time will increase your living costs, as will driving a car - you will have to pay for petrol, registration, maintenance and insurance, as well as the car itself.

For more information please visit Study in Australia <https://www.studyinaustralia.gov.au/english/live-in-australia/living-costs> .

Estimated Expenses

- Hostels and guesthouses - \$150 to \$300 per week
- Shared rental house- \$100 to \$250 per week
- Private rental apartment - \$300 to \$500 per week
- Groceries and eating out - \$100 to \$250 per week
- Gas and or electricity - \$60 to \$100 per week
- Entertainment - \$100 to \$200 per week
- Phone and Internet - \$30 to \$50 per week
- Public transport - \$30 to \$50 per week

Transport

In Sydney, there are many ways you can get around the city. There are trains, buses, ferries and light rail.

For more information please visit the Sydney Transport website
<http://www.transportnsw.info/en/tickets/index.page>.

The electronic ticket system, Opal, is an easy and convenient way of travelling on all transport in Sydney, Blue Mountains, Central Coast, Hunter, Illawarra and Southern Highlands. For more information please visit the Opal website
<https://www.opal.com.au/>



Accommodation Options for Students

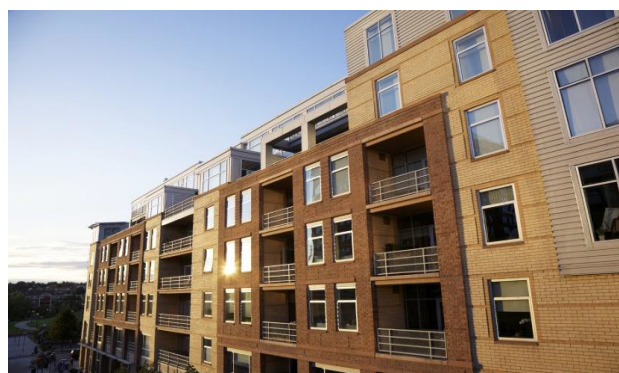
Homestay – homestay services provide an opportunity to stay with an Australian family and experience the Australian culture and lifestyle. If you would like to stay in a homestay, we ask that you fill out an accommodation form. We need to know at least 4 weeks before your arrival date in order to arrange it. The minimum stay is 4 weeks; for homestay fees, please refer to our pricelist. Fees include: meals, laundry, your own room and a student desk.



Hostel accommodation is a popular option for international students, especially in the first months of their arrival. A small, furnished room is provided with access to a shared bathroom, laundry, lounge and recreational activities. Some hostels also provide computer access. You should visit more than one before making a decision. Many hostels are privately run and come under the Rooming House Act. If you sign a lease, you are protected by the Residential Tenancies Act



Apartment/flat rentals can range in cost and condition. Before making long term plans, make sure you are familiar with the suburb or area. Before you sign a lease agreement, you should organise short term accommodation, so that you can decide where you want to live.



Banks

It is recommended that you open a bank account soon after arriving. Banks in Australia provide savings and cheque accounts, and a range of other financial services including: personal loans, bank drafts and transfer of funds. Exchanging foreign currencies and buying foreign currencies can also be completed at banks. Travellers cheques can be cashed at banks, but you will need to show your passport for identification.

Commonwealth Bank (CBA) www.commbank.com.au

Westpac Bank www.westpac.com.au

ANZ Bank www.anz.com.au

St George Bank www.stgeorge.com.au

Opening a Bank Account

If you have been in Australia for less than six weeks, your passport will be satisfactory as identification to open a bank account. If you have been in Australia for more than six weeks, you will need some further identification such as your student identity card. Before choosing a bank and a specific account, you should look at interest rates, bank fees, etc. Some banks provide student accounts where only government fees are charged.

Most students open an account that has access to an Automated Teller Machine (ATM) via an access card. Cash is then accessible 24 hours a day, seven days a week. Most supermarkets and shopping places have facilities to buy goods with your ATM card, also known as EFTPOS facilities.

Places of Worship

There is freedom of religion in Australia. Most of the world religions are present in Sydney and have their own places of worship. These can be found in the Sydney White Pages, listed alphabetically.

The majority of Australians are Christian, the three largest denominations being Anglican, Roman Catholic and

Uniting Church. Smaller Christian denominations include Lutheran, Jehovah's Witness, Seventh Day Adventist and Baptist. Other major religions with followers in Australia include Judaism, Islam, Buddhism, Hinduism and Taoism.

Working in Australia

Students holding a Student Visa may work up to 48 hours per fortnight during study periods and unlimited hours during scheduled breaks. Students must not begin working before the course start date printed on their Confirmation of Enrolment (CoE). Students must continue to maintain satisfactory course progress and attendance at all times, as work must not interfere with study obligations. All students must comply with Australian workplace laws, including minimum pay rates, tax obligations, superannuation, and Fair Work protections. Breaching visa work conditions may result in visa cancellation. In order to work in Australia you need to have a Tax File Number. For a Tax file number you should apply online at www.ato.gov.au.

Information on Sydney

Useful websites with information about Sydney:

Discover Sydney	http://www.discoverSydney.com.au/
Sydney City Search	http://Sydney.citysearch.com.au/
Official City of Sydney Site	http://www.cityofsydney.nsw.gov.au/
Sydney Morning Herald	www.smh.com.au
Bureau of Meteorology	http://www.bom.gov.au/
Sydney Transport	www.sydneystransport.net.au

Health Insurance for Overseas Students

All international visitors to Australia who have a student visa must have **Overseas Student Health Cover (OSHC)**. Students are covered by their OSHC provider from the day they arrive in Australia until the end date of their visa.



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 visa. The initial payment must be done prior to student visa approval. You have to be insured for the whole period of your 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 should receive an OSHC membership card from their chosen OSHC provider in about 2-4 weeks after the course commencement date. The OSHC starts from the date of course commencement. A visit to the doctor may incur charges, however, the doctor will issue a receipt which can be taken to the OSHC provider where refunds are available.

Fluency Hub has an agreement with an OSHC provider and can arrange cover for students on receipt of payment as prescribed by an OSHC provider. On joining with Fluency Hub, students will receive a student



number and a card will be arranged online. Students are also free to insure with other approved providers but they must provide evidence of cover to Fluency Hub.

Students can purchase extras cover to receive benefits for a range of other services such as dental, optical, physiotherapy and chiropractic's. Contact the relevant OSHC provider for more information. Students can make a claim online, by phone, by post or in person.

Students must maintain Overseas Student Health Cover for the entire duration of their Student Visa. Failure to maintain OSHC is a breach of visa conditions and may result in visa cancellation.

WORK HEALTH & SAFETY (WHS), AND WORK COVER NSW

The NSW Work Health and Safety Act 2011 aims to protect the health, safety and welfare of people at work and lays down general requirements which must be met in workplaces in NSW. Fluency Hub 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 in the administration office. Any accidents must be reported to the senior administration officer, and will be recorded on an Accident Report Form and filed in the Accident File. Students must obey College Regulations, particularly points:

1. Students must conduct themselves in an orderly, safe and healthy manner.
2. Students must follow WH&S rules and prevent injuries to themselves or any other students or staff.
3. Students are required to inform trainers or staff of the college about possible hazards.
4. Students must follow the college's emergency procedures.
5. 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.

Students should report to the management any issues concerning Occupational Health and Safety that they observe on campus.

Fire and Emergency Evacuation Plan showing the fire exits and the location of the fire extinguishers is displayed on the student's notice board, on the fire exits, in each classroom and in the administration office.

Fluency Hub will maintain safety by:

- Providing and maintaining equipment and systems of work that are safe and without risk to the health of everyone.
- Making arrangement for ensuring the safe use, transport and storing of equipment.
- Providing information, instruction, training and supervision necessary to ensure the health and safety of students and staff.

ANTI-DISCRIMINATION

Fluency Hub is committed to providing a fair and equitable environment for its students, staff and visitors. Any discrimination or harassment of staff, students or visitors because of their sex, pregnancy, race, colour, nationality, ethnic or ethno-religious background, marital status, physical or intellectual or psychiatric disability, sexuality or age will not be tolerated.

Students must obey College Regulations, particularly following points:



- Students must not harass, discriminate or bully any other students, teachers or staff of the college at any time.
- Students are encouraged to report any discriminatory behaviour, harassment or bullying to the teachers or other staff of the college.

Harassment may include:

- deliberate physical contact displaying sexually graphic or offensive materials;
- victimisation, bullying or destruction of personal belongings;
- intimidation, abuse or indecent exposure;
- persistent staring or rude gestures obscene or threatening phone calls and letters.

Racism may involve prejudice, the holding of negative attitudes towards others for their race, descent or national origin.

Students who feel that they need support and/or are being harassed, or are victims of any sort of racism should initially contact the Student Support Officer. If the complaint is sufficiently serious, the CEO may establish a formal inquiry and/or refer it to external authorities. If the inquiry decide that the College Regulations have been breached the student/s will be expelled from the College.

Access and Equity

Fluency Hub 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. Student recruitment to Fluency Hub is carried out in an ethical manner in accordance with National Code Standard 4 and ethical recruitment principles.

Teachers at Fluency Hub:

- 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 you have any access and equity issues you may approach your teacher in the first instance. You may also elect to contact the Student Support Officer.

Acceptable use of technology

Fluency Hub uses network and cloud computing for its student administration and learning management systems. Students must abide by acceptable use practices in accessing and using the corporate network, the Internet and use of email.

Digital Safety and Use of AI Tools

Students must use all digital resources, including the learning management system, online assessments, and any AI-assisted learning tools, responsibly and ethically. Students must not share login credentials, upload harmful files, engage in cyberbullying, or use AI tools to cheat, plagiarise, or misrepresent their work. Misuse of digital tools may result in disciplinary action under the Academic Misconduct Policy.

APPENDIX - List of External Counselling Services and Assistance

Service	Phone number/s	Web site/s
Abortion & Grief helpline	1300 363 550	www.abortiongrief.asn.au
AIDS line	9332 9700 or 1800 451 600	thealbioncentre.org.au
Alcoholism	1300 222 222	www.aa.org.au
Anxiety	1300 749 992	http://www.ada.mentalhealth.asn.au www.mentalhealth.asn.au
Mental health advice	1300 794 992	www.mentalhealth.asn.au

Asthma	1800 278 462	www.asthmansw.org.au
Australian Search & Rescue	6230 6811 (Maritime) 6230 6899 (Aviation)	www.amsa.gov.au/search-and-rescue/
Community Relations Commission of NSW	1300 651 500	www.crc.nsw.gov.au/home http://multicultural.nsw.gov.au/our_services/interpreting_translation
Interpreting and Translations	1300 651 500	http://financialrights.org.au
Consumer credit and debt	1800 007 007	http://financialrights.org.au
CrimeStoppers	1800 333 000	www.crimestoppers.com.au
Crisis counselling (Wesley Mission)	13 11 14 / 9951 5522	www.lifelinesydney.org
Department of Families, Community Services and Indigenous Affairs	1300 653 227	https://www.dss.gov.au
Depression	1300 224 636	https://www.beyondblue.org.au
Disabilities	1800 029 904	www.ideas.org.au
Domestic violence women	1800 656 463 or 87456999	https://www.facs.nsw.gov.au/domestic-violence/helpline
Domestic violence men	1800 737 732	https://mensline.org.au/
Menslife	1300 789 978	https://mensline.org.au
Drug addiction: Narcotics Anonymous	1300 652 820	www.na.org.au
Drugs and mental health – Kings Cross and Bondi	9581 9100 / 9581 9190	www.thewaysidechapel.com
Families & friends with mental illness	1300 554 660 / 9332 0700	www.arafmi.org
Eating disorders	9263 5555	https://www.wesleymission.org.au
Epilepsy	9856 7090	www.epilepsy.org.au
Eczema	1300 300 182	www.eczema.org.au
Emergency services (police, fire, ambulance)	000	
Family planning information	1300 658 886	www.fpnsw.org.au
Gamblers anonymous	1800 858 858	https://gamblinghelponline.org.au
G-Line (gambling)	1800 858 858	http://www.gamblinghelp.nsw.gov.au
Gay & lesbian Support	9206 2000	https://www.acon.org.au



Grief support	682 9222	www.nalag.org.au
Grief support (Partner had died)	9519 2820	www.solace.org.au
Homicide victims' support	8833 8400	http://www.hvsgnsw.org.au
Hepatitis C	1800 803 990	https://www.hep.org.au
HIV/AIDS	1800 245 677 / 9211 5672	http://www.positivelife.org.au
Legal information and advice	1300 888 529	www.lawaccess.nsw.gov.au
Lifeline	13 11 14	https://www.lifeline.org.au
Parent line	1300 301 300	https://www.parentline.com.au
Poison Information Centre	131 126	https://www.firstintervention.com.au
Police Assistance Line (non-emergency)	131 444	http://www.police.nsw.gov.au
Pregnancy counselling	1300 792 798	www.pregnancysupport.com.au
Rape Crisis Centre	1800 424 017	www.nswrapecrisis.com.au
Relationship counselling	1300 473 528	www.interrelate.org.au
Schizophrenia	1800 843 539 / 9879 2600	www.sfnsw.org.au
Smoking - Quitline	13 78 48	http://www.quitnow.gov.au
Suicide helpline	13 11 14 or 1300 651 251	https://www.lifeline.org.au
Suicide Prevention	13 11 14	www.suicideprevention.com.au
Translating and Interpreting Services	13 14 50	https://www.tisnational.gov.au
Victims of crime support	1800 633 063	http://www.victimsservices.justice.nsw.gov.au
Women's refuge referral service	9564 3638	http://www.girlsrefuge.org.au/about



Emergency, Health Services and Useful Numbers

Fluency Hub Emergency Contact	0414 760 282
Department of Home Affairs	13 18 81
Domestic Violence Line (24 hours)	1800 656 463
Health Services Australia (Medical) https://www.healthdirect.gov.au/australian-health-services	1800 022 222
Lifeline Counselling Service	13 11 14
Police, Ambulance, Fire	000
Privacy Hotline	1300 363 992
Public Transport Information Line (Timetables, etc)	13 15 00
Smoking Quit Line	13 18 48
Telephone Directory Assistance	12 455
Translating and Interpreting Service (24 hours)	13 14 50
BUPA helpline	1800 888 942
Health Services Australia (Medical Examination) BUPA	1300 794 919
Counselling and Mental Health Services available 24 hours	
Lifeline	13 11 14
International Student Emergency Line	13 77 88
Specialist and Welfare Telephone Services available 24 hours	
Domestic Violence Service	1800 656 463
NSW Rape Crisis Centre	1800 424 017
Women's and Girls Emergency Centre	(02) 9319 4088
Poisons Information Service https://www.poisonsinfo.nsw.gov.au/	13 11 26
Community Services	
ARAFMI (Assoc. of Relatives & Friends of the Mentally Ill)	
Abortion Grief Counselling	1300 363 550
Abortion Trauma & Crisis Pregnancy Help	1300 737 732
Alcohol & Drug Information Service	08 9370 0333



G-Line (Gambling Counselling)	1800 858 858
Men's Line Australia	1300 789 978
Mission Australia Helpline	1800 888 868
Pregnancy Help Line	1800 795 304
Legal	
Legal Aid, NSW	1300 888 529
Ombudsman's Office of NSW https://www.ombo.nsw.gov.au/	(02) 9286 1000
Housing	
Tenants Union of NSW Hotline	1300 888 529
Youth Emergency Accommodation Line (recorded info)	(02) 9698 5833
Money & Credit	
Credit Helpline	1300 781 767
Centrelink Youth & Students Line	132 468
Medical Services	
Sydney Medical Centre	(02) 9261 9200

Date: ____/____/____