



# INTERNATIONAL STUDENT **PROSPECTUS**



**Blue Lotus**  
**COLLEGE**

RTO: 45392 | CRICOS: 03790G



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## About Us

**BLUE LOTUS COLLEGE (BLC) is an Australian private training organization based in Melbourne, Victoria. BLC delivers English courses to international students and accredited vocational training courses to Australian and international students.**

BLC has structured its programs based on hands on practical training experience using technology and a simulated environment where students can develop Accounting and Business skills in realistic environment conditions.

BLC community of teachers and support staff offers a learning environment that pays close attention to each individual student needs and promotes equal opportunity education to all students.

Conveniently located in the heart of Melbourne city, the location of BLC training is accessible to all students by using public transport. It is in a close distance from Melbourne Central Station, and a huge network of free trams, city libraries, shops and restaurants.

If there are any queries about our college and courses, please feel free to contact us via phone, email or visit our college. The contact details are listed below.

**Address** : Level 2, 540 Elizabeth Street, Melbourne, VIC 3060

**Phone** : (03) 9349 2513

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## Our Courses

- **Certificate IV in Accounting and Bookkeeping**  
VET National Code: FNS40217 CRICOS Course Code: 0100535
- **Diploma of Accounting**  
VET National Code: FNS50217 | Cricos Course Code: 0100534
- **Diploma of Leadership and Management**  
VET National Code: BSB51918 | CRICOS Course Code: 0100536
- **Advanced Diploma of Leadership and Management**  
VET National Code: BSB61015 | CRICOS Course Code: 0101668
- **General English (Elementary to Advanced)**  
CRICOS Course Code: 0101024
- **IELTS Preparation (Intermediate to Advanced)**  
CRICOS Course Code: 0101025

# Certificate IV in Accounting and Bookkeeping

- VET National Code: FNS40217
- CRICOS Course Code: 0100535
- Duration: 52 Weeks (including holidays and breaks)
- Tuition Fees: \$10,500
- Material Fee: \$300
- Enrolment Fee: \$200 (Non-refundable)
- Location: Level 2, 540 Elizabeth Street, Melbourne 3000
- Delivery Mode: Face to Face in Classroom

## COURSE DESCRIPTION

Certificate IV in Accounting and Bookkeeping reflects the job roles of workers in the accounting industry, including BAS Agents and contract bookkeepers; and of those employees performing bookkeeping tasks for organisations in a range of industries.

It includes preparing and lodging business and instalment activity statements and providing advice or dealing with the Commissioner on behalf of a taxpayer in relation to activity statements. Individuals in these roles apply theoretical and specialist knowledge and skills to work autonomously, and exercise judgement in completing routine and non-routine activities.

Persons providing a BAS service must be registered by the Tax Practitioner's Board (TPB) and meet the eligibility requirements.

## CAREER OPPORTUNITIES

The Certificate IV in Accounting and Bookkeeping prepares students for accounting related job roles which include:

- Working with computerised accounting systems
  - Completing BAS and other financial statements
  - Producing non-complex management reports including compiling budget information
  - Supervising the operation of computer-based financial systems
  - General administration
- However, no specific employment outcomes are linked to this qualification. See licensing and registration information below for accounting professions.

## COURSE STRUCTURE

In order to achieve qualification FNS40217 Certificate IV in Accounting and Bookkeeping, students must complete the following 13 units of competency which includes 8 core units and 5 electives units.

### Core Units

BSBFIA401	Prepare financial reports
BSBSMB412	Introduce cloud computing into business operations
FNSACC311	Process financial transactions and extract interim reports
FNSACC312	Administer subsidiary accounts and ledgers
FNSACC408	Work effectively in the accounting and bookkeeping industry
FNSACC416	Set up and operate a computerised accounting system
FNSTPB401	Complete business activity and instalment activity statements <sup>1</sup>
FNSTPB402	Establish and maintain payroll systems <sup>1</sup>

### Elective Units

FNSACC412	Prepare operational budgets
FNSACC414	Prepare financial statements for non-reporting entities
BSBITU306	Design and produce business documents
BSBITU402	Develop and use complex spreadsheets
FNSACC413	Make decisions in a legal context

<sup>1</sup> Unit required for the FNSSS00004 BAS Agent Registration Skill Set

# Diploma of Accounting

- VET National Code: FNS50217
- CRICOS Course Code: 0100534
- Duration: 52 Weeks (incl. holidays and breaks)
- Tuition Fees: \$11,500
- Material Fee: \$300
- Enrolment Fee: \$200 (Non-refundable)
- Location: Level 2, 540 Elizabeth Street, Melbourne 3000, VIC
- Delivery Mode: Face to Face in Classroom

## COURSE DESCRIPTION

This qualification reflects professional accounting job roles in financial services and other industries, including tax agents, accounts payable and accounts receivable officers, payroll service providers, and employees performing a range of accounting tasks for organisations in a range of industries. Individuals in these roles apply solutions to a range of often complex problems, and analyse and evaluate information from a variety of sources. They apply initiative to plan, coordinate and evaluate their own work and provide guidance to others within defined guidelines.

## LICENSING/REGULATORY INFORMATION

Work functions in the occupational areas where this qualification may be used are subject to regulatory requirements. Refer to the FNS Financial Services Training Package Companion Volume Implementation Guide or the relevant regulator for specific guidance on requirements.

This qualification includes units that comprise an approved Tax Practitioner Board (TPB) course in Australian taxation law and commercial law, which are relevant for registration as a tax agent. Persons seeking registration with the TPB should check current registration requirements with the TPB, as registration requirements are reviewed regularly. This qualification, or any of the competencies in this course, does not provide an automatic right to work as an accountant, BAS agent or any other financial service provider.

Appropriate registration/license from the relevant authorities must be obtained.

## CAREER OPPORTUNITIES

Students who complete this course will typically be able to perform professional accounting job roles in

financial services and other industries e.g. as a Tax agent if they have completed other law units required to meet TPB requirements, accounts payable team leader or payroll team leader etc. BLC does not make any misleading claims or job guarantees or advertise any employment outcome with its courses.

## COURSE STRUCTURE

Students will need to complete a total of 11 units which includes 6 core units and 5 elective units of competency to attain this qualification.

### Core Units

FNSACC516	Implement and maintain internal control procedures
FNSACC517	Provide management accounting information
FNSACC514	Prepare financial reports for corporate entities*
FNSACC511	Provide financial and business performance information
FNSACC512	Prepare tax documentation for individuals <sup>1</sup>
FNSACC513	Manage budgets and forecasts

### Elective Units

FNSORG506	Prepare financial forecasts and projections
FNSINC601	Apply economic principles to work in the financial services industry
FNSINC602	Interpret and use financial statistics and tools
FNSACC607	Evaluate business performance*
FNSACC601	Prepare and administer tax documentation for legal entities*

<sup>1</sup> Unit included in the Tax Practitioners Board approved course in Australian taxation law: FNSSS00008 Taxation Law for Tax Agents Skill Set (Tax documentation)

## PRE-REQUISITES

Completion of the FNSSS00014 Accounting Principles Skill Set; OR Completion of FNS40615 Certificate IV in Accounting or equivalent; OR Completion of FNS40215 Certificate IV in Bookkeeping or equivalent.

# Diploma of Leadership and Management

- VET National Code: BSB51918
- CRICOS COURSE CODE: 0100536
- Duration: 52 Weeks (including holidays and breaks)
- Tuition Fees: \$10,500
- Material Fee: \$300
- Enrolment Fee: \$200 (Non-refundable)
- Location: Level 2, 540 Elizabeth Street, Melbourne 3000.
- Delivery Mode: Face to Face in Classroom

## COURSE DESCRIPTION

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts.

Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements. They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources.

## LICENSING/REGULATORY INFORMATION

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

## CAREER OPPORTUNITIES

Students who complete this course will typically be able to perform leadership and management job roles in Business services and other industries and they would have full responsibility and accountability for the personal output and work of others e.g. department manager or unit manager.

BLC does not make any misleading claims or job guarantees or advertise any employment outcome with its courses.

## COURSE STRUCTURE

In order to achieve qualification BSB51918 Leadership and Management, students must complete the following 12 units of competency which includes 4 core units and 8 electives units.

### Core Units

BSBLDR511	Develop and use emotional intelligence
BSBMGT517	Manage operational plan
BSBLDR502	Lead and manage effective workplace relationships
BSBWOR502	Lead and manage team effectiveness

### Elective Units

BSBRSK501	Manage risk
BSBHRM506	Manage recruitment selection and induction processes
BSBWOR501	Manage personal work priorities and professional development
BSBMGT516	Facilitate continuous improvement
BSBCUS501	Manage quality customer service
BSBADM506	Manage business document design and development
BSBWHS521	Ensure a safe workplace for a work area
BSBDIV501	Manage diversity in the workplace

# Advanced Diploma of Leadership and Management

- VET National Code: BSB61015
- CRICOS COURSE CODE: 0101668
- Duration: 52 Weeks (including holidays and breaks)
- Tuition Fees: \$13,500
- Material Fee: \$300
- Enrolment Fee: \$200 (Non-refundable)
- Location: Level 2, 540 Elizabeth Street, Melbourne 3000.
- Delivery Mode: Face to Face in Classroom

## COURSE DESCRIPTION

This qualification reflects the role of individuals who apply specialised knowledge and skills, together with experience in leadership and management, across a range of enterprise and industry contexts.

Individuals at this level use initiative and judgement to plan and implement a range of leadership and management functions, with accountability for personal and team outcomes within broad parameters.

They use cognitive and communication skills to identify, analyse and synthesise information from a variety of sources and transfer their knowledge to others, and creative or conceptual skills to express ideas and perspectives or respond to complex problems.

## CAREER OPPORTUNITIES

Possible job titles relevant to this qualification include Manager or Area Manager, Department Manager, Regional Manager, Team manager, Supervisor, Operations Manager, Sales team leader and Officer Manager.

BLC does not do any misleading claim or job guarantee or advertise any employment outcome with its courses.

## COURSE STRUCTURE

In order to achieve this qualification, students must complete the following 12 units of competency which includes 4 core units and 8 electives units.

### Core Units

BSBFIM601	Manage finances
BSBINN601	Lead and manage organisational change
BSBMGT605	Provide leadership across the organisation
BSBMGT617	Develop and implement a business plan

### Elective Units

BSBHRM602	Manage human resources strategic planning
BSBINM601	Manage knowledge and information
BSBMGT608	Manage innovation and continuous improvement
BSBMGT616	Develop and implement strategic plans
BSBMKG609	Develop a marketing plan
BSBDIV601	Develop and implement diversity policy
BSBHRM604	Manage employee relations
BSBMGT615	Contribute to organisation development



# General English

(Elementary to Advanced)

- **CRICOS Course Code :** 0101024
- **Duration (weeks) :** Up to 70 (Including holidays)
- **Minimum Enrolment:** 4 weeks
- **Hours :** 20 hours per week
- **Intake :** Every Monday
- **Tuition Fee :** \$220 per week
- **Enrolment Fee :** \$200
- **Material Fee :** \$10 per week (\$60 minimum)
- **Delivery Method :** Face to face  
(classroom based)
- **Entry Requirement :** Nil

**Note:** An English placement test will be conducted on the student's first day to ascertain the student's current level of English. Students will be allocated into a class for optimal learning.

## COURSE DESCRIPTION

The General English course focuses on speaking, listening, reading, writing as well as different grammar and vocabulary each week. You will learn different, interesting topics and practice all skills. The objective of this course is to help you gain confidence in everyday situations and prepare for real-life English-speaking environments.

## ASSESSMENT

Every week, students will study a new Unit, which will be on a different topic. During each week, students will have 2 assessments - one assessment in the middle of the week, and one assessment at the end of the week. In the middle of the week, students will be assessed on one of the following skills: Reading, Writing, Listening and Speaking. At the end of the week, students will be assessed on grammar and vocabulary.

## LEVEL

There are following 5 different levels in the General English course:

General English Course Level	Duration
Elementary	12 weeks
Pre-Intermediate	12 weeks
Intermediate	12 weeks
Upper-Intermediate	12 weeks
Advanced	12 weeks

## LEARNING OUTCOMES

### Elementary Level learning outcomes

At this level, you will improve your ability to:

#### Reading

- Understand a simple biography/person description.
- Understand language of opinion and preference.
- Understand short texts about places and people.
- Understand short descriptions about food.
- Understand short simple descriptions of habits and routine.

#### Writing

- Write simple phrases and sentences about themselves and, where they live and what they do.
- Link words or groups of words with very basic straight-forward connectors like 'and' or 'then'.
- Write simple phrases and sentences about themselves and where they live.
- Write simple phrases and sentences about personal detail, such as preferences and facts explaining experiences.

#### Listening

- Follow speech that is very slow and carefully spoken.
- Understand very short, simple texts, about the position of everyday objects in a room.
- Understand information on dates.
- Understand differences between the details of different conversations regarding phones.
- Understand short passages about personal opinions and concrete personal details.

#### Speaking

- Use methods to understand meaning: asking people to repeat themselves or explain.
- Make short sentences, grammatically correct sentences about topics you know about.
- Understand and answer questions about routines, and friends.
- Have short conversations talking about biographical/personal details.
- Give reasons for habits and preferences.

### Grammar

The Grammar points you will study and be assessed on are:

- the verb "be"
- articles,
- adjectives and adverbs
- imperatives
- present simple and present continuous
- possessive pronouns
- prepositions of time and place
- modal verb 'can'
- subject/object pronouns
- past simple
- irregular verbs
- quantifiers
- comparatives / superlatives

### Vocabulary topics

The vocabulary you will study and be assessed on are:

- days and dates
- 0-100, higher numbers
- greetings
- countries
- classroom language
- colors
- feelings
- jobs
- questions words
- family
- everyday activities
- the weather and seasons
- phone language
- suffixes
- past time expressions
- irregular verbs
- the house
- prepositions
- food
- place and buildings
- holidays
- common adverbs
- verbs patterns
- the internet
- ordinal numbers
- music

### Pre-intermediate level learning outcomes

At this level, you will improve your ability to:

#### Reading

- Understand short, simple texts on familiar topics including healthy and unhealthy habits.
- Understand specific information in simpler written material you read, including letters, brochures and short newspaper articles describing events.
- Understand short, simple texts on familiar topics of a clear type, with common, every day or jobrelated language.
- Read straightforward factual texts on people discussing likes and dislikes.

#### Writing

- Write short messages such as an informal letter.
- Ask for basic information and details about future plans.
- Communicate simple, straightforward information in an informal email.
- Ask for simple information about directions and advice.
- Communicate the main point(s) a holiday experience.
- Write a continuous text that communicates a clear story..

#### Listening

- Understand overall meaning and details of spoken texts on familiar topics a holiday experience, plans, experiences.
- Understand short, simple audio texts that cover the same topic, e.g. personal stories, dreams, making plans, and pick up details from each.
- Listen to understand specific details.

#### Speaking

- Ask and answer questions about new experiences on a variety of topics.
- Use a wide range of simple language to communicate positive or negative statements about the past.
- Give straightforward answers about personal preferences and habits.

#### Grammar

The Grammar points you will study and be assessed on are:

- going to
- present continuous
- defining relative
- clauses
- comparatives,
- superlative
- quantifiers

- 'will'
- gerunds and infinitives
- modals of obligation
- first/second
- conditionals
- possessive pronouns
- present perfect and
- past simple
- used to
- modals of possibility
- past perfect
- reported speech
- question forms
- without auxiliaries

#### Vocabulary topics

The vocabulary you will study and be assessed on are:

- appearance and
- personality
- clothes
- prepositions
- Holidays
- paraphrasing
- housework,
- shopping
- -ed and -ing
- adjectives
- town or city
- verb patterns
- animals
- school subjects
- word families
- sports,
- movement
- phrasal verbs
- say or tell
- make or do
- health

### Intermediate level learning outcomes

At this level, you will improve your ability to:

#### Reading

- Understand straightforward factual texts on an unfamiliar subject, e.g. British food and celebrity chefs.
- Scan for specific information and understand details that involve recognising possibility, prediction and effect.
- Understand factual descriptions of a biographical/personal text.
- Read to understand who different actors are in a text and identify their actions.
- Read for overall meaning on longer texts on unfamiliar topics, e.g. retail.
- Scan through a longer text in order to locate important details.

#### Writing

- Write straightforward texts that provide simple descriptions, e.g. about a town.
- Write for evaluation, e.g. the strengths and weaknesses of a public transport system
- Organize information logically and use paragraphing correctly.
- Provide a general opinion and supporting ideas about a familiar topic or experience.
- Write short, simple essay on the topic of a person they admire.
- Use a variety of grammatical structures when writing.

#### Listening

- Understand factual information about familiar and unfamiliar topics, e.g. details of a description about a couple's work history.
- Listen for information about prices and costs.
- Understand the overall meaning and details of personal stories.
- Listen for understanding on conversations about plans.
- Show ability to understand the function of different kinds of sentences.

#### Speaking

- Ask and answer questions on feelings and how they caused.
- Give an opinion and reasons about a nonpersonal topic.
- Ask and answer questions about personal experience and opinions on familiar topics, e.g. the cinema.
- Talk about personal experiences such as stories.
- Show agreement and disagreement on a variety of topics.

### Grammar

The Grammar points you will study and be assessed on are:

- present tenses
- future forms
- comparatives
- superlatives
- articles
- modals of obligation
- past tenses
- passive voice
- reported speech
- gerunds and infinitives
- conditionals
- quantifiers
- relative clauses

### Vocabulary topics

The vocabulary you will study and be assessed on are:

- food and cooking
- family
- personality
- money
- strong adjectives
- transport
- education
- houses
- work
- electronic devices
- phrasal verbs
- -ed / -ing adjectives
- phone language
- relationships
- sport
- the cinema
- the body
- appearance
- shopping
- compound nouns
- crime



### Upper-intermediate level learning outcomes

At this level, you will improve your ability to:

#### Reading

- Scan quickly through long and complex texts, locating relevant details
- Identify the content of news items, articles and reports on a wide range of topics.
- Read with a large degree of independence, adapting style and speed of reading to different texts and purposes.
- Make use of a broad active reading vocabulary.
- Comprehend information, ideas and opinions on a range of unfamiliar topics.
- Comprehend implicit opinions the author holds.

#### Writing

- Write clear, detailed descriptions of real or imaginary events and experiences.
- Follow established conventions of various written genres.
- Develop a clear description or narrative, expanding and supporting main points with relevant supporting detail and examples.
- Produce clearly continuous writing, which follows standard layout and paragraphing norms.
- Use appropriate sequencing and discourse markers to mark the relationship between ideas..

#### Listening

- Understand the overall meaning of concrete and abstract topics.
- Process information within the time constraints of spontaneous conversation.
- Follow the main ideas of complex academic or technical spoken texts.
- Understand recordings in standard dialect likely to be encountered in social, professional or academic life.
- Identify speaker viewpoints and attitudes as well as information content.
- Understand standard spoken language, live or broadcast, on both familiar and unfamiliar topics.

#### Speaking

- Engage in extended conversation on most general topics.
- Make use of discourse markers for successful turn taking.
- Communicate spontaneously with reasonable grammatical control.

- Commence, maintain and end discourse appropriately.
- Produce fluent and accurate expressions on a wide range of general, academic, vocational or leisure topics.
- Have knowledge of appropriate different registers appropriate to different circumstances.
- Express ideas and opinions with justification.
- Respond to complex lines of argument.

#### Grammar

The Grammar points you will study and be assessed on are:

- different question
- formations
- comparative and superlative forms
- present simple and continuous
- narrative tenses
- so/such
- complex sentence structures
- adverbial phrases
- future continuous and future perfect
- conditional sentences: zero to mixed conditionals.
- future time clauses
- used to
- passive voice
- causative have/get

#### Vocabulary topics

The vocabulary you will study and be assessed on are:

- illnesses and injuries
- business
- prefixes and suffixes,
- word families
- science
- clothes and fashion
- air travel
- the media
- sleep
- the body
- crime
- weather
- environment
- feelings, using -ed/-
- ing adjectives
- music

### Advanced level learning outcomes

At this level, you will improve your ability to:

#### Reading

- Understand the gist and details of descriptive
- factual texts.
- Work out meaning of unknown words through
- wider context.
- Comprehend details of a dense informational text
- on an unfamiliar topic.
- Infer writer opinion.
- Utilize discourse knowledge to follow the
- arguments of a complex text.

#### Writing

- Write clear, well-structured writing with
- appropriate organization.
- Write with a consistent tone and register using
- vocabulary flexibly.
- Write to the conventions of different genres.
- Use appropriate vocabulary and grammatical
- structures to express points clearly.
- Provide reasons, explanations and justifications.

#### Listening

- Distinguish between overall and detail in an
- extended spoken text.
- Identify attitudes, and implicit and explicit opinions
- in spoken texts.
- Follow extended speech on an abstract topic and
- pick out appropriate details when required.
- Comprehend speaker advice and details of an
- extended discussion.
- Distinguish between differing opinions on the
- same topic..

#### Speaking

- Ask and answer questions a wide range of
- familiar and unfamiliar topics.
- Provide an opinion and explanations.
- Converse appropriately and extend ideas of
- partner as well as express agreement or
- disagreement.

- Utilize a range of cohesive devices.
- Use grammar and vocabulary to emphasize or
- distance appropriately..

#### Grammar

The Grammar points you will study and be assessed on are:

- pronouns
- past tenses
- discourse markers
- modals of speculation and deduction
- unreal past
- gerunds and infinitives
- conditional sentences
- modals of permission, obligation and necessity.
- future expressions
- cleft sentences
- relative clauses

#### Vocabulary topics

The vocabulary you will study and be assessed on are:

- personality
- work
- language learning
- abstract nouns
- phrases with 'get'
- conflict
- sounds and voice
- books and films
- time
- money
- phones and
- technology
- collocations
- colour idioms
- prefixes
- health and
- medicine
- travel and tourism
- animals
- food
- word families

# IELTS Preparation

(Intermediate to Advanced)

- **CRICOS Course Code :** 0101025
- **Duration (weeks) :** Up to 42 (Including holidays)
- **Minimum Enrolment:** 4 weeks
- **Hours :** 20 hours per week
- **Intake :** Every Monday
- **Tuition Fee :** \$220 per week
- **Enrolment Fee :** \$200
- **Material Fee :** \$10 per week (\$60 minimum)
- **Delivery method :** Face to face (classroom based)
- **Entry Requirement :** Intermediate level of English or above

## COURSE DESCRIPTION

The IELTS course is for students from Intermediate to Advanced levels. It focuses on academic skills, with the goal of preparing students to successfully sit the IELTS test. During the course, you will be engaged with different, exciting topics and practice speaking, listening, grammar, reading and writing.

## ASSESSMENT

Every week, students will study a new unit, which will be on a different topic. During each week, students will have 2 assessments - one short assessment in the middle of the week, and one long assessment at the end of the week (a practice test on 1 section of the IELTS test). Students will be given a result for their assessments and individual feedback regarding areas they should aim to improve.

## LEVEL

There are following 3 different levels of IELTS Preparation course:

IELTS Preparation Course Level	Duration
Intermediate	12 weeks
Upper-Intermediate	12 weeks
Advanced	12 weeks



## LEARNING OUTCOMES

### Intermediate level learning outcomes

At this level, you will improve your ability to:

#### Reading

- Find specific information in texts
- Differentiate between similar ideas in texts
- Understand main ideas and overall meaning to match summaries with paragraphs
- Distinguish main ideas from specific details
- Extract key points from academic texts
- Distinguish main ideas from supporting detail
- Interpret written texts to identify specific information and match paragraphs to summaries
- Develop reading speed
- Employ skimming techniques to find information quickly
- Understand the difference between detail and general information
- Read and discriminate to identify information to complete notes
- Interpret written texts to identify and match detailed information
- Understand main ideas of paragraphs to answer multiple choice questions.

#### Writing

- Organise ideas and plan an essay according to common academic conventions
- Construct topic sentences for Task 2 opinion essays
- Write an introduction paragraph
- Adequately paraphrase ideas from academic writing
- Complete a Task 2 opinion essay
- Summarise a table by selecting & reporting main features
- Make comparisons of different data in a table
- Describes percentages and fractions
- Generate ideas from tables to develop content
- Use pre-writing strategies to plan writing
- Convey varying levels of certainty when writing to express opinions and arguments
- Write a conclusion paragraph
- Complete an opinion essay following conventions
- Self-assess own writing for grammatical mistakes.

#### Listening

- Listen for detail and listen to match ideas
- Employ pre-listening techniques to aid in listening test task types
- Listen to discern between multiple choice answers
- Understand a range of commonly used work vocabulary
- Distinguish between different speakers
- Follow a conversation between multiple speakers
- Identify key words in aural text to signpost answers
- Understand relevant details in a listening to discern correct answer among multiple choices
- Identify synonyms in aural texts
- Make inferences and predictions about spoken discourse
- Listen to a lecture and connect information to a visual
- Understand key points in a lecture to label a diagram
- Identify stages in a lecture to predict key information
- Comprehend relationships between ideas
- Distinguish between relevant and irrelevant information..

#### Speaking

- Talk about friends and family
- Talk about celebrations and festivals
- Explain and justify answers
- Understand and use some appropriate word stress patterns for adjectives
- Expand on answers
- Use time phrases
- Describe environmental problems and their causes
- Structure answers for part 2 speaking task type
- Effectively use a range of spoken grammar
- Use adverbs to express attitude in discussions
- Distinguish between opinion and attitude
- Give opinions and expand on answers
- Ask for clarification and repetition
- Use communication strategies to speak more fluently in group discussions.



### Upper-Intermediate level learning outcomes

At this level, you will improve your ability to:

#### Reading

- Identify topic sentences
- Interpret main ideas of paragraphs
- Understand main ideas and overall meaning to match headings with paragraphs
- Differentiate paragraph headings according to content
- Comprehend text details to perform sentence completion tasks
- Extract key points from academic texts
- Identify antonyms and synonyms in written text
- Differentiate between similar answers in multiple choice questions
- Recognise phrases with similar meanings
- Employ skimming techniques to find important information quickly
- Employ strategies to deal with unknown vocabulary
- Interpret written texts to identify and match detailed information
- Understand main ideas and overall meaning of texts to complete diagrams
- Understand main ideas of paragraphs and match to paragraph summaries.

#### Writing

- Structure a paragraph recognising standard organisation conventions
- Combine and organise paragraphs to respond to a Task 2 opinion essay task type
- Recognise individual sentence purpose in a paragraph
- Identify signposting language
- Connect ideas using linking language
- Structure an introduction for task 2 cause and effect essay
- Employ cause and effect language to connect ideas
- Formulate a clear thesis statement
- Employ complex connectors to link cause and effect clauses
- Identify main features of a diagram
- Complete a Task 1 description a map
- Compare and contrast diagrams appropriately in a Task 1 type essay
- Write a paragraph plan under time restraints
- Self-assess own writing for grammatical mistakes.

#### Listening

- Listen to identify similarity and difference
- Listen for details to match ideas
- Identify key information to complete notes
- Distinguish between different speakers
- Effectively employ techniques to identify topics in part 3 task type questions
- Identify correct word forms in listening section 4 summaries
- Predict types of words needed to fill gaps in short answer questions
- Identify key words in aural text to signpost answers
- Identify relevant details in a listening to discern correct answer among multiple choices
- Listen to identify specific information needed to complete a flow chart
- Identify relevant details in a listening to follow a process
- Discern key points in a lecture to chronologically arrange stages in a process
- Listen and identify specific information needed to complete gaps in sentences
- Identify signal words in lectures to predict when key information is coming.

#### Speaking

- Talk about feelings and emotions
- Explain and justify answers
- Explain answers & respond to Part 2 task questions
- Generate succinct notes to aid in speaking tests
- Organise ideas appropriately to respond to Part 2 task type questions
- Discuss different views to present arguments
- Structure an argument according to common conventions
- Discuss hobbies and interests in depth
- Compare and contrast children's toys and games
- Recognise different accents and adequately replicate accents
- Use a range of spoken grammatical structures in Part 2 of the speaking paper
- Use common expressions to start an answer and introduce new ideas
- Describe a person in a speaking part 2 task
- Answer follow-up questions from the examiner using a variety of language structures
- Expand on answers by giving reasons and/or examples

### Advanced level learning outcomes

At this level, you will improve your ability to:

#### Reading

- Identify relevant details to complete gaps in notes
- Differentiate between various details and discern relevance to complete a table
- Employ strategies to locate specific information quickly in academic texts
- Scan for detailed information
- Make use of contextual clues to infer meanings of unfamiliar words from context
- Make inferences and predictions about written discourse
- Skim for main ideas to improve reading speed
- Locate synonyms in written text to answer matching type questions
- Recognise phrases with similar meanings to answer short answer type questions
- Employ skimming techniques to find important information quickly
- Interpret written texts to identify and match detailed information
- Understand details to discern whether they are true, false or not given
- Identify writer's claims as factual, argumentative or descriptive
- Identify main ideas and overall meaning to match general truths to a text
- Skim articles for main arguments.

#### Writing

- Structure essays and individual paragraphs with effective signposting and organisation
- Express thoughts, beliefs and opinions accurately and flexibly to respond to a Task 2 opinion essay task type
- Give and justify an opinion and develop arguments to persuade readers
- Use pre-writing strategies to plan writing
- Use peer and teacher feedback to edit writing
- Identify key features in diagrams in task 1 type questions
- Recognise trends and write a detailed and factual description of a chart
- Use prediction language to extrapolate information from a diagram
- Structure grammatically accurate sentences to form coherent paragraphs
- Represent data from diagrams clearly and accurately
- Accurately produce past modal verbs and show awareness of verb patterns in essays
- Produce coherent and unified paragraphs with adequate support and detail

- Peer and self-assess writing based on argument quality, logical ordering, clarity of points and paragraph structure.

#### Listening

- Identify advantages, problems & solutions in lectures
- Listen for details to match ideas and complete notes
- Identify word types necessary to complete gap fills
- Comprehend relationships between ideas
- Identify specific information for sentence completion and short answer type questions
- Understand attitude from tone and intonation
- Eliminate answers in multiple choice questions according to speaker's tone and stress
- Understand opinions from speaker's adjective use
- Comprehend overall meaning to complete summary completion task type questions
- Identify relevant details in a listening to discern correct answers among multiple choices
- Create thinking time in conversation and test situations with common expressions
- Discuss work and skills in-depth
- Use a range of expressions related to personal qualities
- Use expressions to start an answer and introduce ideas
- Answer follow-up questions from the examiner using a variety of language structures
- Expand on answers by giving reasons and/or examples.

#### Speaking

- Talk at length about towns & cities & their features
- Explain, justify and back up answers with examples or elaborated details
- Logically organise notes to assist in answers
- Talk at length on places in their own country
- Use relative clauses in spoken production
- Use grammatical range and accuracy to answer part 2 speaking task type questions
- Discuss personal future ambitions in depth
- Identify & use relevant spoken grammar
- Give critical peer feedback
- Create thinking time in conversation and test situations with common expressions
- Discuss work and skills in-depth
- Use a range of expressions related to people's personal qualities
- Use common expressions to start an answer and introduce new ideas in part 3 task type
- Answer follow-up questions from the examiner using a variety of language structures
- Expand on answers by giving reasons and/or examples

# Entry Requirements

## ENROLMENT INFORMATION

Blue Lotus College enrolment requirements for its courses are:

- Completed enrolment form
- Identification documents, one of which is a photo of the student such as a passport and a driver's license.

## LANGUAGE, LITERACY AND NUMERACY TEST (LLN)

All students are required to undertake a Language, Literacy and Numeracy (LLN) test mapped at ACSF level 4 for Certificate IV level courses and ACSF level 5 for Diploma level courses conducted by Blue Lotus College (BLC).

Candidates undertaking courses must possess sound numeracy skills as the courses require them to do calculations, make reports and graphs.

## PRE-TRAINING REVIEW (PTR)

As per its Admission and Enrolment Policy and Procedure, BLC conducts pre-enrolment Client Needs Analysis to determine course suitability, existing skills and knowledge and an early detection of any learning needs. Pre-enrolment analysis includes LLN testing and identification of specific learning and/or support needs. A pre-enrolment interview may also be conducted.

RPL and credit transfer opportunities are provided at the time of enrolment, and there is an option for students to apply at any time during their studies.

BLC's LLN and student support policies support these processes.

## ENGLISH LANGUAGE REQUIREMENTS FOR INTERNATIONAL STUDENTS

To enrol into a course with BLC, international students, applying either off-shore or on-shore, must satisfy one of the following requirements:

- A minimum IELTS (General) test score of 5.5 or equivalent for direct entry into a VET course;
- IELTS score of 5.0 or equivalent with and ELICOS course (up to 20 weeks) to be taken before the main VET course.
- IELTS score of 4.5 or equivalent with an ELICOS course (up to 30 weeks) to be taken before the main VET course.

Note: Results more than two years are not acceptable.

OR

- Evidence that they have studied in English for at least five years in Australia, Canada, New Zealand, Republic of Ireland, South Africa, United Kingdom or United States.
- OR
- Evidence that, within two years of their application date, they have successfully completed in Australia a foundation course or a senior secondary certificate of education or a substantial part of a Certificate IV or higher level qualification, from the Australian Qualifications Framework.
- OR
- For level 1 and 2 country only, successful completion of Language, Literacy and Numeracy Test conducted by BLC.

English language test providers	Minimum test score	Minimum test score where combined with up to 20 weeks ELICOS	Minimum test score where combined with up to 30 weeks ELICOS
International English Language Testing System	5.5	5	4.5
*Test of English as a Foreign Language (TOEFL) paper based	527	500	450
TOEFL internet-based test	46	35	32
Pearson Test of English Academic	42	36	30

The test must have been taken no more than two years before you apply for BLC Courses.

## ACADEMIC REQUIREMENTS

### Certificate IV level

Prospective BLC international students are required to demonstrate their capacity to complete the course successfully.

International students applying for this course either off-shore or on-shore will need satisfactory completion of the equivalent of Australian Year 11 or Certificate III or higher qualification as well as the entry requirements listed in this training package.

### Diploma level

Prospective BLC international students are required to demonstrate their capacity to complete the course successfully.

International students applying for Diploma level either off-shore or on-shore will need satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher qualification.

## COMPUTER LITERACY REQUIREMENTS

Students are required to have basic computer skills including operating MS-word and doing research on the internet as all courses require students to make reports in MS word, Excel, PowerPoint Presentation and operating accounting software e.g. Xero or MYOB.

## MINIMUM AGE REQUIREMENTS

BLC will only enrol students who are over 18 years of age at the commencement of their course.

## MATERIALS AND EQUIPMENT REQUIRED

Although Blue Lotus will provide access to computers/ laptops with required resources during classroom hours, to work on assignments and tasks for self-study, all learners are expected to bring a laptop with a Windows 7 operating system or higher.

Students must have an active email address for communication and be contactable by phone (mobile or landline) and by mail (postal address).

All learners are expected to have access to MS office applications such as Microsoft Word, and email.





# Studying at Blue Lotus College

## ATTENDANCE MONITORING

BLC monitors students' attendance record for all VET courses.

The summary of Attendance Policy of BLC is provided below:

- Student attendance is monitored at each and every session of scheduled class time using the "Class Attendance Record". Each trainer will be provided with a Record Sheet that will include the names of all students currently enrolled in each class. This Record Sheet will be populated by Student Administration at the beginning of each week. Each trainer shall also be responsible for ensuring the list of student names and recorded attendance is accurate at all times.
- This record sheet is broken down into sessions (morning and afternoon) and requires an indication of attendance twice per session – once at the start of the session and once at the end of the session. A student who arrives late or misses part of a session shall have their hours of attendance recorded on the 'Class Attendance Record Sheet'.
- Student attendance is then tallied for the day and the Trainer / Assessor will be required to sign the attendance record at the end of each session and confirm the accuracy for the recorded attendance of each student.
- The Student Attendance Record is to be submitted to Student Administration at the end of each day. Student Administration will ensure these record sheets are maintained securely and collated as required.

- All attendance shall be recorded in the Student Data Management System which shall record each student's attendance and shall calculate the projected attendance of each student if they were to attend all remaining classes.
- All relevant staff (Student Administration & Trainers / Assessors) are informed of this process and the importance of accuracy when entering and collating student attendance through the staff induction program and through regular monitoring by the Academic Manager.

## MONITORING STUDENT ATTENDANCE

- The Academic Manager will monitor student attendance at each course. The projected attendance will be monitored each week to ensure students are given every opportunity to rectify a poor attendance record.
- At the beginning of each course the Student Data Management System will be set up with each of the students and their relevant required course hours.
- All 'Student Attendance Record Sheets' are to be submitted to Student Administration who will enter all data into the Student Data Management System. At the end of each week it is the responsibility of Student Administration to ensure all attendance records are up to date and are accurate.
- At this time, once per week, the Academic Manager will record the attendance percentage of all students and monitor the individual attendance of each student.



- Where an individual student's attendance falls below 80%, the student will be sent a letter advising them that their attendance is poor and that this may cause them to have difficulty in completing the assessments. Students will be reminded of the requirement to maintain satisfactory academic performance. Refer to policy Attendance monitoring for more: <https://www.bluelotus.edu.au/students/forms-and-policies/>

## COURSE DELIVERY

BLC uses a range of delivery approaches to ensure its courses are delivered at the highest standards. Course delivery approaches include: Classroom lectures, use of simulated environments, workshops, presentations and learning management systems, tutorials and self-study. During class time Students will be expected to participate by answering questions, giving opinions, demonstrating tasks, working with others in groups, making presentations and role-playing situations.

## COURSE ASSESSMENT

All assignments/assessments will be in accordance with the principles of assessment and rules of evidence. Assessment approaches may be undertaken by observation of performance in class, practical demonstrations, workshops, case studies, projects, assignments, presentations, simulations, role plays, written tests and exams.

Students will be notified in advance of the time and form of assessment. Vocational Course Students will be given an opportunity for reassessment for any competencies not achieved on the first attempt. To view the Assessment Policy and Procedure, please visit [www.bluelotus.edu.au](http://www.bluelotus.edu.au)

## QUALIFICATIONS ISSUED

VET qualifications gained at BLC are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework (VQF) and are recognized nationally. Students who successfully complete all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Those completing assessment requirements for part of a qualification will receive a Statement of Attainment for completed competencies.

## CHANGE OF ADDRESS

Students must advise BLC of their residential address, email and telephone number and of any subsequent changes to those details. This is important to ensure Students receive correspondence of a formal nature, such as notices regarding the course or attendance and academic performance. It is the Learner's responsibility and in their own interests to ensure that their contact and address details are always up-to-date.

## BLC CODE OF CONDUCT

Students must maintain, and must uphold, the right to be treated fairly, with respect and courtesy, without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status. Students should maintain, and uphold, an environment that is free from all forms of intimidation, which supports their learning without interference from others, which is safe, clean, orderly and co-operative and which respects and protects personal and College property from damage or misuse.

## PLAGIARISM

Acts of plagiarism, collusion and cheating are not permitted in any work completed for assessment and will result in a written warning and repeating the VET unit of competency, as well as incurring any associated charges. If a Learner is caught engaging in these acts a second time, they may be suspended or expelled from the College. All works submitted must be an accurate reflection of the Learner's level of competence. To view the Plagiarism and Cheating Policy and Procedure, please visit our website [www.bluelotus.edu.au](http://www.bluelotus.edu.au).

## UNIQUE LEARNER IDENTIFIER (USI)

All Students undertaking vocational education and training must hold a USI and provide it to the College during the enrolment process. If Students do not provide a USI, the College will not be able to issue a Certificate, a Statement of Attainment or Transcript for the training. For details on USI, visit [www.usi.gov.au](http://www.usi.gov.au).

Learner Services staff can assist you to obtain your USI on request.

## CREDIT TRANSFER

VET Students who have completed equivalent units from their course at other institutions can be given recognition/credit on presentation of a verified transcript, Award or Statement of Attainment. An application for credit transfer must be lodged in writing. Application forms for credit transfers are available on our website [www.bluelotus.edu.au](http://www.bluelotus.edu.au).

## RECOGNITION OF PRIOR LEARNING (RPL)

Students who believe they already have some of the competencies in the course they wish to study may apply for RPL. An essential requirement of RPL is proof of competency. This may involve providing copies of your resume and/or work performance appraisals, job position descriptions and any certificates of in-house or formal training. You may be asked for contact details of people who can vouch for your skill level such as supervisors from current or previous workplaces, clients or personal character references from the community. Examples of other useful records include letters from employers and records of your professional development sessions. An application for RPL must be lodged in writing.

Application forms for RPL are available on our website [www.bluelotus.edu.au](http://www.bluelotus.edu.au).

## PAYMENT OF FEES

The course fees include tuition, tutorials and lectures, campus facilities and a Learner identification card. Fees for Full-Fee (Fee-for-Service) Students are payable as per the Fee payment plan agreed. BLC does not require students to pay more than 50% of their tuition fees before they start their course, however, students may choose to do so. A payment schedule will be provided to the Learner at the time of enrolment.

## BLC SCHOLARSHIP

BLC offers Fee Help to Students based on academic merit and distinguished achievements and where learners demonstrate financial hardship as a barrier to learning.

Fee Help may include discount on tuition fees to a level that is decided by CEO and Academic Board which will meet to evaluate an application. Scholarships may be offered to only currently enrolled students who have completed at least 2 terms at the college.

Students can contact Student Support Services to apply.

## MATERIALS AND EQUIPMENT

BLC supplies each Learner with one complete set of learning materials including Workbooks, Assessment Records and Textbooks, as applicable. Material fees are applicable. Recommended learning resources are also communicated to Students by trainers. Students should obtain these resources at their own expense. Students must have an active email address for communication and must be contactable by phone (mobile or landline) and by mail (postal address).

All Students must have access to a word processing application such as Microsoft Word and an email platform, such as Microsoft Outlook and the Adobe PDF reader version 8 or higher.

## COMPLAINTS / APPEALS

BLC value feedback from its students and treats any complaints and appeals with priority and encourages its students for regular feedback.

Any complaint and appeal can be lodged with BLC either formally or informally. If a Student is dissatisfied with a decision made by the college, Learner may formally appeal the decision by contacting Student Services and placing their complaint in writing. If the Learner is still dissatisfied with the outcome, the Learner may appeal the decision externally with the

overseas student ombudsman. For more information visit <http://www.ombudsman.gov.au/about/overseas-students/international-students>.

BLC Complaints and Appeal process doesn't take away Learner's right as consumer and they can seek external assistance.

Please refer to a copy of Complaints and Appeal's policy at our website [www.bluelotus.edu.au](http://www.bluelotus.edu.au).

## CHANGE OF COLLEGE OR COURSE

The National Code 2018 restricts the capacity of students to transfer to other providers prior to completing six months of their principal course.

If students wish to apply for permission to transfer to another college, they will need to complete the written request (e-mail is acceptable) or release form available from the College. There is no cost attached to applying for a release; however, students will need to contact the Department of Home Affairs to seek advice on whether a new visa is required.

The reasons under which a student will be released are if:

- BLC has cancelled/ceased to offer the students program (letter from BLC supplied)
- The College has had a sanction imposed on its registration by the ESOS agency that prevents the overseas student from continuing their course with the College.
- The overseas student is reported because they are

unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with the Standard 8 of National Code 2018.

- There is evidence of compassionate or compelling circumstances.
- BLC has failed to deliver the course as outlined in the written agreement.
- There is evidence that the overseas student's reasonable expectations about their current course are not being met.
- There is evidence that the overseas student was misled by BLC or an education or migration agent, regarding BLC or its course, and the course is therefore unsuitable to their needs and/or study objectives.
- An appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.

BLC will refuse a release to the student where there are factors that may be considered to the student's detriment.

Factor include:

- if the transfer may jeopardize the student's progression through a package of courses;
- If the student has recently started studying the course and the full range of support services are yet to be provided or offered to the student; and





- if the student is trying to avoid being reported to Home Affairs for failure to meet the provider's attendance or academic progress requirements

All applications will be assessed on the basis of the BLC's Policy, Conditions of Enrolment, the Fee Payment and Refund Policy, the study plan and declaration submitted by the student in their application. Documented evidence supporting circumstances/reasons for seeking a release letter must be included with this application.

Please refer to Transfer of Students between Providers Policy & Procedure available at BLC website [www.bluelotus.edu.au](http://www.bluelotus.edu.au).

## DEFERRED OR SUSPENDED STUDIES

(including leave of absence for any length greater than 5 days)

Students may initiate a request to defer commencement of studies or suspend their studies on the grounds of compassionate or compelling circumstances. Students wishing to defer or suspend the commencement of studies must apply to do so in writing to the College.

Reasons for suspending your enrolment are limited to extenuating circumstances such as:

- Personal illness (e.g. a hospital procedure);
- Bereavement (death of an immediate family member);
- Serious illness to an immediate family member

If you know that you will not be attending classes during the study period, you should contact the College and arrange an appointment to discuss your circumstances. Subsequent to your meeting and after providing documented evidence supporting circumstances/reasons for seeking suspension or cancellation of enrolment you will be required to complete and submit an Application for Suspension or Cancellation of Enrolment form.

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to:

Misbehavior by student

- The student's failure to pay an amount he or she was required to pay to BLC to undertake or continue the course as stated in the written agreement
- Breach of course progress or attendance requirements by the overseas student, which must occur in accordance of National Code 2018 Standard 8.

BLC may defer an enrolment where the course is not being offered at the proposed date, site, or other reasons where it is necessary to cancel the course. In such cases a refund shall be processed as required or alternative courses offered. Deferral of commencement, suspension of enrolment and cancellation of enrolment has to be reported to the Department of Home affairs by the College and this may affect the status of a student visa.

Please refer to our Deferring, suspending or cancelling the student's enrolment Policy & Procedure at college website [www.bluelotus.edu.au](http://www.bluelotus.edu.au) for details.

## QUALIFICATIONS ISSUED

Students completing all assessment requirements for a qualification will be awarded a certificate corresponding to the completed course. Students completing assessment requirements for part of a qualification will be awarded a Statement of Attainment for completed competencies. Completion of courses does not guarantee an employment outcome. Formal requirements other than educational qualifications (e.g. licensing, professional registration etc.) may apply to some occupations and locations.

## PATHWAYS TO HIGHER EDUCATION

Graduates of BLC may seek credits to the relevant degree programs in Australian universities. The College has no special arrangements with any Australian university and there is no guaranteed entry into university programs.



# Learning Facilities at Blue Lotus College

## TRAINING LOCATION

BLC has its training facility located at Level 2, 540 Elizabeth Street, Melbourne, 3000, VIC Australia. We are at the heart of CBD and close to Melbourne Central Railway Station.

Blue Lotus Academy Pty Ltd  
(trading as Blue Lotus College)

Level 2, 540 Elizabeth Street, Melbourne, VIC, 3000

Phone: +61 (03) 9349 2513

Email: [info@bluelotus.edu.au](mailto:info@bluelotus.edu.au)

Website: <https://www.bluelotus.edu.au>

Facebook <https://www.facebook.com/Blue-Lotus-College-2092420274346036/>

How to reach us:

By Public Transport

By Tram: Tram No. 19, 59, 57 from Flinders Street, stop 7

Nearest Train Stations: Flinders Railway Station and Melbourne Central Railway Station

By Uber: Uber services are available round the clock.

By Taxi: TAXI services are available round the clock.

By Car: If you are driving, you can use public parking or pay parking.

## BLC LEARNING MANAGEMENT SYSTEM (LMS)

BLC has Moodle LMS to ensure Learner has access to learning resources and assessments.

Moodle will include webinars and discussion from fellow learners to make learning experience inclusive.

## CLASSROOMS

All training rooms are modern, air-conditioned facilities that are well equipped with whiteboards, projectors, and internet connections. BLC aims to provide an inclusive learning environment for its learners.

## LEARNER ONLINE RESOURCE FACILITIES

Students will have access to computers in each room which allows students to access an online BLC LMS library with Accounting and Business resources and access to "BLC Simulated" Environment which will include sample templates, policies and forms typically found in any Accounting and Business firm to provide learners with real world experience and to give them hands on training. In addition, learners will have access to MS office suite and unit's relevant software's and tools.

In addition to online access learners will be provided with a list of suggested Accounting and Business books and e-books so that they can collect resources from trainers.



## FULLY EQUIPPED COMPUTER ROOM

BLC is fully equipped with the latest computers, printing and photocopying facility.

## STUDENT RECREATIONAL AREA AND LUNCH ROOM

BLC campus has a dedicated student lunch room and recreational area with access to kitchen facilities where students can relax and meet with others during breaks. The lunchroom has comfortable seating, a kitchenette, microwave, a big screen TV and coffee making facilities.



## STUDENT ADMINISTRATION AND SUPPORT SERVICES

Student Administration and Student Support Services are available for all students. Reception is your first point of contact for any queries.







## STUDENT SUPPORT SERVICES

A Student Support Services officer will provide details about all our services during the orientation program. Additionally, there are staff available during office hours to help Students with any queries they may have.

### ORIENTATION

Orientation is conducted prior to the commencement of all courses. The objective is to fully inform new students of all aspects of life at the College. It also provides an introduction to studying at BLC, local costs of living, transportation, facilities, banking and accommodation. It is a good opportunity to ask questions, meet fellow students and College staff.

### ARRIVAL ASSISTANCE

The Student Welcome Desk at Melbourne airport, run by the government, is open at key student arrival times and offers information, advice and a Welcome Pack when you arrive. For Welcome Desk opening hours, visit [www.studymelbourne.vic.gov.au/](http://www.studymelbourne.vic.gov.au/).

### STUDY MELBOURNE STUDENT CENTRE (SMSC)

The SMSC offers a wide range of free support services and referrals for international students on health matters, general wellbeing, legal services, accommodation, financial management and safety issues. Interpreters are available on request. SMSC can assist students through personal difficulties by providing emotional and practical support that is sensitive to their circumstances. Support staff can be contacted via a 24-hour free phone line. Open: Monday-Friday 9:00am to 5:00pm, 599 Little Bourke St, Melbourne, 1800 056 449.

### INDUCTION

Induction is conducted prior to the commencement of the course. Its purpose is to fully inform new learners on most aspects of life at BLC and to provide an introduction to their course requirements, obligations and expectations. In addition, you will be introduced to the BLC staff and you will be given an overview of student support. There are also plenty of opportunities to ask questions.

## STUDENT AND STUDY SUPPORT

Stress, financial difficulties, health, family, relationship issues and social issues can all affect your ability to settle into study. If your studies are being affected by these kinds of issues, please speak with your trainer or any of our support staff members, so that we can assist you. External counselling will be available for students seeking further assistance. Accessing external support services may incur fees.

We carefully monitor course progress to ensure students do not fall behind course requirements, because we want our Students to succeed.

Where a student has been identified as not attending consecutive classes and has not satisfactorily completed assessments, they will be contacted for support needs or any barriers to learning and meetings will be conducted where necessary. Intervention strategies are then put in place to assist Students to achieve the study goals they initially set out to attain. If you are having any difficulties, we ask that you contact student services at the earliest opportunity so that we can support you in the best way possible.

If you would like information on any of the following areas or issues, ask at reception and our staff or your trainer will assist where they can or refer you to an appropriate staff member for:

- Learning pathways and possible RPL opportunities
- Access and equity issues
- Language, Literacy and Numeracy (LLN) support
- Complaints and appeals
- Course progress and attendance
- Appeals /conflict resolution
- Provision for special learning needs
- Provision for special cultural and religious needs
- Emergency and health services
- Education and career counselling
- Assistance when applying for credit transfer and RPL
- Stress management
- Accommodation and health support
- Legal assistance
- Any other welfare service required to maintain satisfactory course progress or assistance

- Any other issues

BLC has dedicated student Support Officers whose role is to review all data regarding student special needs collected during the pre-enrolment/enrolment stage. Data identifying students' special needs is collected via a range of avenues including enrolment forms and pre-enrolment interviews. The student support officers assess the data and determine the type of support that the student may need in order to successfully complete the course. The student support officer is responsible for case-managing the student to ensure that the student is receiving appropriate support.

## STUDENT SUPPORT OFFICERS

Provide enrolment and admission service, academic and non-academic counselling to Students and handle course related queries etc.

**Trainers and Assessors:** Handle all specific course related queries and assessment issues.

**LMS / IT support:** Handle all IT issues related to classrooms or IT Labs and LMS related issues.

**Marketing Officer:** Handles all marketing and agent related queries.

**Accounts Officer:** Handles queries regarding fees, payment terms and refund.

**Reception:** Our reception is open to assist Students from 8:30am to 9:30pm Monday to Saturday, and 8:30am to 4pm on Sundays.

In order to facilitate quality support services to its students BLC will maintain a Support staff to student ratio of 1 Support staff: 80 students.

## CRITICAL INCIDENTS

BLC has a documented Critical Incident Policy and Procedure that covers the actions to be taken in the event of a critical incident, required follow up to the incident and records of the incident and action taken.

Students will be advised of emergency and evacuation procedures during their orientation program. At least one trainer and/or administration staff member who has up-to-date training in first aid and has the knowledge



and authority to manage an environmental emergency and critical incident will be on the premises.

Students will be provided with relevant and current information about security issues and how to reduce the risks to their personal safety in Australia generally and in Melbourne CBD where the campus is located. Information will include the contact numbers for emergency services and a senior staff member.

Students will be informed of safety measures and processes through the student orientation process, including a safety presentation where questions can be discussed. For the latest Critical Incident Policy and Procedure please email to [info@bluelotus.edu.au](mailto:info@bluelotus.edu.au)

Please contact our Critical Incident Officer, Anna Bahrami on (03) 9349 2513 from 8:30 am to 9:30 pm or Call 0452 229 220 for after hour emergencies.

## HELPFUL CONTACTS NUMBERS

- Fire, ambulance, police (life-threatening emergencies): Ring 000
- Hospitals and Medical Issues:
  - » The Alfred Hospital: (03) 9076 2000
  - » Austin Hospital: (03) 9496 5000
  - » Royal Children's Hospital: (03) 9345 5522
  - » Royal Women's Hospital: (03) 8345 2000
  - » Royal Melbourne Hospital: (03) 9342 7000
  - » St Vincent's Hospital: (03) 9411 7111

Refer to [www.yellowpages.com.au](http://www.yellowpages.com.au) for services near you.

- The National Translating and Interpreting Service: 131 450
- Life Line 24-hour Counselling Services: 131 114
- Solicitors/ Lawyer:

- » The Institute of Arbitrators & Mediators Australia: Free call 1800 651 650
- » Victoria Legal Aid: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)
- Study in Australia: [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au)
- Youth Central: [www.youthcentral.vic.gov.au](http://www.youthcentral.vic.gov.au)
- Places of Worship
  - » Churches: [www.australianchurches.net](http://www.australianchurches.net)
  - » Mosques: [www.living-in-melbourne.com/muslims-mosques-in-melbourne.html](http://www.living-in-melbourne.com/muslims-mosques-in-melbourne.html)
  - » Temples Australia: [www.hindu council.com.au](http://www.hindu council.com.au)
- Other Support Services

The following support services are free. They are able to provide you with referrals to help you deal with the issue you are facing.

- » Lifeline: 13 11 14 (24-hour counselling service)
- » Men's line Australia: 1300 78 99 78
- » Grief line (Telephone Counselling Service): 1300 845 745 (12 noon - 3 am, 7 days a week, all year)
- » Direct Line (Drug and alcohol service): 1800 888 236
- » Crisis Help: 1800 627 727
- » Women's Domestic Violence Crisis: 1800 015 188 or (03) 9322 3555
- » Direct Line (Drug and alcohol service): 1800 888 236
- » Crisis Accommodation Information (Homelessness Help Services): 1800 627 727
- » Women's Domestic Violence Crisis: 1800 015 188 or (03) 9322 3555
- » The Gambling Help Line: 1800 858 858

# USEFUL BLC CONTACTS

STAFF	CONTACT DETAILS	WHAT ASSISTANCE THEY CAN PROVIDE
Student Administration and student support	<a href="mailto:studentsupport@bluelotus.edu.au">studentsupport@bluelotus.edu.au</a> Ph: (03) 9349 2513	<p>Reception is the first point of contact for all students and customers. Student Administration and Support Officer is responsible for providing exceptional service at first point of contact either by phone or in person for all students and customers.</p> <p>The following are some of the key responsibilities</p> <ul style="list-style-type: none"> <li>■ Pre-enrolment &amp; post enrolment activities.</li> <li>■ Manage all Student Registration / Enrolment, Academic &amp; graduation records</li> <li>■ Attending to student enquiries and client services</li> <li>■ Provide support and relief for students</li> <li>■ Course orientation information and timetables</li> <li>■ Student attendance monitoring and reporting</li> <li>■ Reception &amp; General Administration Support</li> <li>■ Request Library resources</li> <li>■ Provide support regarding academic, personal or any other support assistance.</li> <li>■ Arrange professional counselling and other external services requested for support.</li> <li>■ Complaints and Appeals</li> <li>■ Suspension Deferment or Cancellation requests</li> <li>■ Transfer requests</li> <li>■ Legal assistance</li> <li>■ Airport pickup assistance</li> <li>■ Finding Accommodation assistance</li> </ul>
Admin Manager/ WHS / Complaint and Appeal Officer	Emma Wang Email: <a href="mailto:emma@bluelotus.edu.au">emma@bluelotus.edu.au</a> Ph: (03) 9349 2513	To assist students with all complaints and appeals Refer to CEO for any appeal against decisions made by himself/herself
Counselling support officer	Emma Wang Email: <a href="mailto:emma@bluelotus.edu.au">emma@bluelotus.edu.au</a> Ph: (03) 9349 2513	To arrange counselling service for students. Assist students to find the right help for any personal issues e.g. stress, anxiety etc.
Marketing officer	Emma Wang Email: <a href="mailto:emma@bluelotus.edu.au">emma@bluelotus.edu.au</a> Ph: (03) 9349 2513	Will provide support and assistance with marketing and agent related queries.
Admission & Enrolment Officer	Emma Wang Email: <a href="mailto:emma@bluelotus.edu.au">emma@bluelotus.edu.au</a> Ph: (03) 9349 2513	To provide assistance with all enrolment and admission related issues.
Academic Support Officer	Anna Bahrami E: <a href="mailto:anna@bluelotus.edu.au">anna@bluelotus.edu.au</a> Ph: (03) 9349 2513	Will provide assistance related to course progress, interventions and academic support related issues.
LLN Support Officer	Anna Bahrami E: <a href="mailto:anna@bluelotus.edu.au">anna@bluelotus.edu.au</a> Ph: (03) 9349 2513	LLN assistance

Critical Incident Officer	Anna Bahrami E: <a href="mailto:anna@bluelotus.edu.au">anna@bluelotus.edu.au</a> Ph: (03) 9349 2513	Assistance during critical incidents, any traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury e.g. missing students, severe verbal or psychological aggression, death, serious injury or any threat of these, natural disaster; and issues such as domestic violence, sexual assault, drug or alcohol abuse.
First Aid, student safety officer	Anna Bahrami E: <a href="mailto:anna@bluelotus.edu.au">anna@bluelotus.edu.au</a> Ph: (03) 9349 2513	First aid assistance Student safety concern Reporting any hazards or incidents
Accommodation and health support officer	Anna Bahrami E: <a href="mailto:anna@bluelotus.edu.au">anna@bluelotus.edu.au</a> Ph: (03) 9349 2513	Assistance in finding accommodation Medical assistance
LMS/ IT Support Officer	Suresh Chhetri E: <a href="mailto:Suresh@bluelotus.edu.au">Suresh@bluelotus.edu.au</a> Ph: (03) 9349 2513	Can assist with IT support services including Learning Management System (LMS) support, basic computer skills, skills, computer troubleshooting, internet connectivity, and printing assistance.
Accounts Officer & HR Coordinator	Anna Bahrami E: <a href="mailto:anna@bluelotus.edu.au">anna@bluelotus.edu.au</a> Ph: (03) 9349 2513	Queries regarding fees and payment terms. Refund assistance
Trainers / Assessors	Ph: (03) 9349 2513	Point of contact for training Assessment information Course progress and intervention Access to academic records First point of contact for academic complaints and appeals

# IMPORTANT INFORMATION

## WORK WHILE YOU STUDY

Australian Immigration laws allow students to work for a limited number of hours while studying on a student visa in Australia. Students can currently work 40 hours per fortnight during the College's study periods and work full-time during breaks. However, work is not always easy to find and under no circumstances can students rely on income earned in Australia to pay tuition fees.

For more information, please visit [www.studyinaustralia.gov.au/english/livein-australia/working/work-while-you-study](http://www.studyinaustralia.gov.au/english/livein-australia/working/work-while-you-study).

## PROVIDER DEFAULT ON DELIVERY OF QUALIFICATION

In the unlikely event that the College is unable to deliver your course in full, you will be offered a refund of all fees paid to date. The refund will be paid to you within 14 days of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by the College at no extra cost. You have the right to choose whether you would prefer a full refund, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If the College is unable to provide a refund or place you in an alternative course, the Tuition Protection Service (TPS) will place you in a suitable alternative course at no extra cost to you. Please refer to our Fee Payments and Refund policy and Tuition Protection Service policy for details on our website at [www.bluelotus.edu.au](http://www.bluelotus.edu.au).

## STUDENT COMPLAINTS AND APPEALS

The College has a Student Complaints and Appeals Policy and Procedure to provide students with a fair and equitable process for resolving any disputes or complaints they may have. After completing BLC's informal and formal complaints processes, a student who is dissatisfied with the outcome may launch an

internal appeal. If dissatisfied with the outcome, the student may request mediation through the Overseas Student Ombudsman. The College's complaints and appeals procedure can be obtained from Student Support Services or viewed on our website at [www.bluelotus.edu.au](http://www.bluelotus.edu.au).

## SCHOOL-AGED DEPENDENTS

There are requirements for compulsory school attendance for dependents of international students. In Victoria it is compulsory for children to attend school until the age of 16. The choice of schools includes public schools, private schools and religious schools. People over the age of 16 can continue to attend school until they have completed year 12. Dependents of persons holding a student visa may be required to pay full fees at any school, College or University in which they enroll while in Australia.

## ACCESS AND EQUITY POLICY

The College's Code of Practice includes an Access and Equity policy. It is the responsibility of all College staff to ensure the requirements of the Access and Equity policy are met at all times. You can review the policy at [www.bluelotus.edu.au](http://www.bluelotus.edu.au)

## ESOS FRAMEWORK

The Australian Government wants overseas students to have a safe, enjoyable and rewarding study experience and has put in place laws which promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2018.

BLC is governed by the ESOS Framework and is committed to fulfil its obligations under the act. For full description of ESOS Framework refer to:

<https://internationaleducation.gov.au/regulatory-information/pages/regulatoryinformation.aspx>

## RELEVANT LEGISLATIONS

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

- The Victorian Equal Opportunity & Human Rights Commission [www.humanrightscommission.vic.gov.au/index.php/the-workplace](http://www.humanrightscommission.vic.gov.au/index.php/the-workplace)
- VET Quality Framework [www.asqa.gov.au](http://www.asqa.gov.au)
- Education Services for Overseas Students Act 2000 available at <https://www.legislation.gov.au/Details/C2017C00292>
- Department of Home Affairs [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)
- Education and Training Reform Act [www.education.vic.gov.au/about/departments/legislation/Pages/act2006.aspx](http://www.education.vic.gov.au/about/departments/legislation/Pages/act2006.aspx)

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be provided during the course.

## USE OF PERSONAL INFORMATION

Information is collected during your enrolment in order to meet the College's obligations under the ESOS Act 2000 and the National Code 2018 and to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws. The authority to collect this information is contained in the

ESOS Act 2000, the ESOS Regulations 2001 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Information collected about you during your enrolment can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme. In other instances, information collected during your enrolment cannot be disclosed without your consent where authorized or required by law.

It is a requirement of the VET Quality Framework that students can access personal information held by BLC and students may request corrections to information that is incorrect or out of date. Apply in writing to the Student Services Manager if you wish to view your own records.

BLC also collects student information for various marketing purposes. BLC will always seek consent from the student before gathering and using such information and students always have a right to decline such requests. Your enrolment form contains a statement regarding Media Consent. You can view the Privacy Policy and Procedure at [www.bluelotus.edu.au](http://www.bluelotus.edu.au).

# STUDENT VISA OBLIGATIONS

## OVERSEAS STUDENT HEALTH COVER

Overseas Student Health Cover (OSHC) is a health insurance that covers the cost of visits to the doctor, some hospital treatment, ambulance cover, and some pharmaceuticals. International students must have OSHC while in Australia for the duration of their course of study. The OSHC must be paid before a student visa is issued.

BLC can organize cover for you through Allianz Global Assistance OSHC if you wish. Contact our Student Support Officers for additional information. You can find out more about OSHC at [www.health.gov.au](http://www.health.gov.au) and [www.study.vic.gov.au](http://www.study.vic.gov.au).

## FULL TIME STUDY

Australian law requires international students to undertake a full-time study load. A full-time study load is normally a minimum of 20 hours per week for at least 40 weeks each calendar year or continuous 12-month period.

## ATTENDANCE

International students studying VET courses are expected to attend all classes to facilitate effective learning. However, students in VET courses will be reported to the Department of Home affairs only on the basis of unsatisfactory course progress (see Attendance Policy for VET courses).

## ACADEMIC PROGRESS

If students do not meet academic progress requirements, they will be reported to the Department of Home affairs which may lead to cancellation of their visa.

Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in a study period. One study period for BLC course is of 10 weeks (term).

A failure in more than 50% of units in one study period will trigger a review of academic progress by the College and the implementation of an intervention strategy.

Failing a unit means being assessed as 'Not Yet Competent (NYC)' for a completed unit.

In order to have the best chance of maintaining satisfactory progress you must:

- Attend all theory and practical classes;
- Pay attention to the work and activities undertaken in class;
- Study the theory and practice skills that are taught in class;
- Ensure that you are present for all assessment activities scheduled by trainers; and
- Make an appointment with the Student Services Coordinator if you are having any difficulties with your studies.

In addition to the above minimum requirements, BLC will implement counselling procedures and an intervention strategy when your teachers think you may be in danger of not meeting the requirements. Counselling and intervention may be conducted more frequently. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, BLC will notify the student of its intention to report the student to the Department of Home affairs for unsatisfactory progress. The provider does this through the written notice.

The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access the BLC's complaints and appeals process and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- BLC's failure to record or calculate a student's marks accurately, compassionate or compelling circumstances, or
- BLC has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), BLC does not report the student, and there is no requirement for intervention.



If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the BLC's intervention strategy, and the College does not report the student.

Please refer course progress policy on our website at [www.bluelotus.edu.au](http://www.bluelotus.edu.au).

## CHANGE OF ADDRESS

Upon arriving in Australia, you are required to advise the College of your residential address, email address, mobile phone number and emergency contact details. Any changes to these details must be notified to BLC within 7 days of the change. It is extremely important that students notify the College of a change of address as, under Section 20 of the ESOS Act 2000, the College is obliged to serve a notice at your last known address if you breach a student visa condition relating to attendance or academic performance. The College may also send warning notices to you to help prevent breaches of your visa conditions. As per Tuition Protection Service (TPS) update, international students are required to update their current address at least every six months. It is your responsibility and in your own interests to ensure that your address details are always up-to-date at the College. Additional information on student visa issues is available on the web site of the Department of Home Affairs [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).



# LIVING IN AUSTRALIA

## MULTICULTURALISM

More than 100 ethnic groups are represented in Australia, making it one of the most culturally diverse countries in the world. Australia's dynamic multiculturalism can be attributed to its unique combination of indigenous cultures, early European settlement and immigration from all parts of the world.

Australians value the wealth of cultural diversity and social sophistication that international students bring to our campuses and communities. BLC takes great care in looking after international students and helping them to adjust to the Australian way of life. International students also gain great benefits from their education in Australia and make lifelong friendships.

## LANGUAGE

Although English is the official language, more than 4 million Australians speak a language other than English; more than 800,000 speak an Asian language, the most common being Mandarin, followed by Cantonese and Vietnamese, and another 800,000 speak a European Union language. English, as it is spoken in Australia, is easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country

areas, the differences are much less than those found in America, Britain and Canada. As you improve your English, you will learn some of Australia's colorful and often humorous slang, and have fun explaining the meanings to friends and relatives.

## RELIGION

Australia is predominantly a Christian country however; all religions are represented. Australians respect the freedom of people to practice their choice of religion. Churches, mosques, temples and synagogues are located in most major cities.

## HEALTHCARE

Australia has a very good healthcare system. All Australians pay a Medicare levy (additional tax) to fund the public health system to ensure that everyone has access to public-system doctors, hospitals and other healthcare services. People who pay extra into private health insurance funds receive extra privileges when using private healthcare services. You will find the usual healthcare services available in Australian suburbs including GPs (doctors), dentists, osteopaths, chiropractors, psychologists, counsellors and many complementary healthcare practitioners too (Traditional



Chinese Medicine, naturopathy, acupuncture, kinesiology etc.). International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa (See, Student Visa Obligations, in this section).

## FOOD

Australia has a fantastic variety of food. Its top-quality meat, fish, fruits and vegetables are exported to markets worldwide. There is a large range of fruit and vegetables available at Australian produce markets. Students should have no difficulty finding the foods that they are used to at home. Students can sample almost every type of cuisine in Australia's many restaurants and cafés. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros, cafés and Aussie pubs. For those who like takeaway, most of the major global fast food chains are well represented. The adventurous might want to sample Australia's bush tucker and national specialties like Kangaroo (available in supermarkets) and Crocodile (available in some restaurants).

## SPORTS AND RECREATION

Australians are very keen on sport and outdoor activities and have gained a worldwide reputation as tough competitors in individual and team sporting events. Australia has more than 120 national sporting organizations and thousands of state and regional sporting bodies. Australians are also enthusiastic about bushwalking, fishing, boating and water sports.

## ELECTRICITY

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is absolutely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if students bring an appliance from overseas that operates on a different voltage.

## TRANSPORT

Australia has an extensive public transport system that includes trains, buses, tramways, ferries, two major national airlines and a number of regional airlines. See Living in Melbourne below for more details.

**Driving:** Tourist students may drive in Australia on a valid Overseas Driver's License, but if the document is not in English, the visitor must carry a translation with the permit. An International Driver's License alone is not sufficient.

**Taxis:** Metered taxi cabs operate in all major cities and towns. Students can find taxi ranks at transport terminals, main hotels or shopping centers or can hail taxis in the street. A light and sign on the roof indicates if a taxi is vacant. There is a minimum charge on hiring and then a charge per kilometer travelled. You do not need to tip taxi drivers. Uber service is also available at the airport and there is a designated pick up place available outside the airport for Uber customers. You need to download the uber app on your mobile phone to order uber pick up.

## TELEPHONES

Australia has a modern telecommunications system with mobile and internet access generally available at low cost. Public telephones are run by Australia's largest telecommunications company, Telstra, and are available at all post offices, shopping centers and are often situated on street corners. Telstra public pay phones accept a variety of coins and Telstra phone cards. Phonecards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets such as post offices and newsagents in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as Visa and Mastercard and can be found at international and domestic airports, central city locations and hotels. Mobile phones are very popular and can be purchased from a number of retailers including Vodafone, Optus, Virgin mobile.



## BUDGETING

Students should work out a budget that covers accommodation, food, transport, clothing and entertainment. Childcare, if applicable, should also be taken into account. For more information on Living in Australia costs, visit [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au).

## TRAVEL

During term breaks, students may like to venture beyond Melbourne to experience more of Australia's spectacular natural environment and great physical beauty, such as great ocean road, marine parks and national parks (The Great Barrier Reef, Kakadu, Uluru), the Queensland rainforests and the pristine countryside and mountains of Tasmania. Student and backpacker travel agents in metropolitan cities offer cheap flights and package deals.

## MONEY AND BANKS

Australian currency is the only legal tender in Australia. When students first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Travelers' cheques are easier to use if already in Australian dollars, however, banks will cash travelers' cheques in virtually any currency. Major hotels and some shops, depending on individual store policy, will also cash travelers' cheques.

It is a good idea to set up an Australian bank account. You will need to provide visa details and evidence of residency. Banking services in Australia are extremely competitive. All major banks have branches in cities and regional centers. Major banks include ANZ, Westpac, National Bank, Commonwealth Bank. Community banks, like Bendigo Bank, are a popular alternative.

Most shopping centers have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24-hours-a-day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

More information on banking is available at [www.studyinaustralia.gov.au](http://www.studyinaustralia.gov.au).

Normal bank trading hours Monday to Thursday - 9.30 am – 4.00 pm Friday - 9.30 am – 5.00 pm. Some banks are open Saturday mornings.

### Credit Cards

Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa, MasterCard, AMEX and Diners Club.

### Currency

Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver-colored 5 cent, 10 cent, 20 cent and 50 cent coins and the gold-colored \$1 and \$2 coins.

### Tipping

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants. In good quality restaurants however, it is usual to tip food and drink waiters up to 10% of the bill for good service. Porters have set charges at railway terminals, but not at hotels. However, tipping is a matter of individual choice.



## FINDING ACCOMMODATION

The following types of accommodation are available for international students.

### Home Stay

This option is an opportunity for students to live in a private home, with a local family, couple or single person and learn about Australian life. You may need to compromise with living arrangements as you will need to fit in with the household's routines and expectations. You will need to think about the things that are important to you. You may need to ask about how adaptable meal times are in relation to your studies and other commitments. You may also want to consider how the other people in the home will feel about your friends visiting, your music and the hours that you keep. There are different types of home stay arrangements:

Cost: A\$110.00 - A\$235 to \$325 per week

#### Full Board

Usually includes a furnished room (bed, desk, lamp, wardrobe), three meals per day and bills (electricity, gas and water, but not telephone and internet). Some homestay providers may even do your laundry.

Cost: A\$300 - A\$450 per week

#### Half Board

Usually includes a furnished room (bed, desk, lamp, wardrobe) and bills (electricity, gas and water, but not telephone and internet). You can use the cooking and laundry facilities in the house.

Cost: A\$225 - A\$350 per week

### Board in Exchange

Usually means free, or low cost, accommodation (including bills), in return for household duties such as cleaning, or childcare.

Cost: Free or low cost (below A\$100)

### Lease/Rent

Renting an apartment or house is done through a real estate agent. You must sign a contract called a "lease" to rent the house, either month-by-month, or sometimes a 6-month, 12-month or 2-year lease is required. The lease entitles you to private use of the property for the duration of the lease. The advantage of this is privacy and independence.

You must pay a bond (the equivalent of one month's rent, to cover any damage you may do to the premises). You are responsible for paying all bills (except water and council rates), maintenance of the property and providing all your own furniture and household items.

If you choose a house or apartment in a popular area, there will be much competition. The real estate agent selects the tenants who they believe are the most stable and able to meet the requirements of the lease.

Cost (shared accommodation): A\$100.00 - A\$400.00 (unfurnished)

Useful internet sites for student housing are:

- <http://homestaydirect.com.au>
- <http://gumtree.com.au>
- <http://flatmatefinders.com.au>
- <http://www.find-studentaccommodation.com>
- <http://www.youthcentral.vic.gov.au>

- <http://www.studymelbourne.vic.gov.au>
- <http://studyinaustralia.gov.au>
- Useful rental accommodation websites are:
- [www.realestate.com.au](http://www.realestate.com.au)
- [www.domain.com.au](http://www.domain.com.au)
- [www.realestateview.com.au](http://www.realestateview.com.au)

## COST OF LIVING

Australia is a sophisticated, friendly country that enjoys one of the highest standards of living in the world. Knowing the average living costs in Australia is an important part of your financial preparation. For your reference, here are some of the costs associated with living and studying in Australia (all costs are in Australian dollars).

The costs below are an approximate guide only. Students should be aware that these costs can vary depending on your study location in Australia.

### Accommodation

- Hostels and Guesthouses - \$90 to \$150 per week
- Shared Rental - \$85 to \$215 per week
- On campus - \$90 to \$280 per week
- Homestay - \$235 to \$325 per week
- Rental - \$165 to \$440 per week
- Boarding schools - \$11,000 to \$22,000 a year

### Other living expenses

- Groceries and eating out - \$80 to \$280 per week
- Gas, electricity - \$35 to \$140 per week
- Phone and Internet - \$20 to \$55 per week
- Public transport - \$15 to \$55 per week
- Car (after purchase) - \$150 to \$260 per week
- Entertainment - \$80 to \$150 per week

Below is a price table of typical daily items. This is only a guide.

Food (All price are approximate, although you can still find items at cheaper rate)

- |                |           |
|----------------|-----------|
| ▪ Milk 1L      | AU\$ 1.80 |
| ▪ Bread 1 Loaf | AU\$ 2.50 |
| ▪ Apple 1Kg    | AU\$ 4.00 |

- |                             |                        |
|-----------------------------|------------------------|
| ▪ Potato 1Kg                | AU\$ 2.00              |
| ▪ Beefsteak 1kg             | AU\$ 15.00             |
| ▪ Eggs 1 Dozen              | AU\$ 5.50              |
| ▪ Cereal 1Kg                | AU\$ 3.00              |
| ▪ Rice 1Kg                  | AU\$ 2.00              |
| ▪ Fruit Juice               | AU\$ 4.00              |
| ▪ Shoes 1 Pair              | AU\$ 70.00             |
| ▪ Jeans 1 pair              | AU\$ 80.00             |
| ▪ Toothpaste 140g           | AU\$ 4.00              |
| ▪ Shampoo 500ml             | AU\$ 6.00              |
| ▪ T-Shirt AU                | AU\$ 25.00             |
| ▪ Hairdresser               | AU\$ 20.00- AU\$ 40.00 |
| ▪ Newspaper                 | AU\$ 3.00              |
| ▪ Cinema Ticket             | AU\$ 22.00             |
| ▪ Public transport Day pass | AU\$ 8.60              |

### Minimum cost of living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. Annual living costs amounts for students, guardians and accompanying family members - 23/10/2019

- for a primary applicant: AUD21,041
- for a spouse or de facto partner of the primary applicant: AUD7,362
- for a dependent child: AUD3,152
- annual school costs: AUD8,296
- personal annual income if there is no secondary applicant: AUD62,222
- personal annual income where there is a secondary applicant: AUD72,592

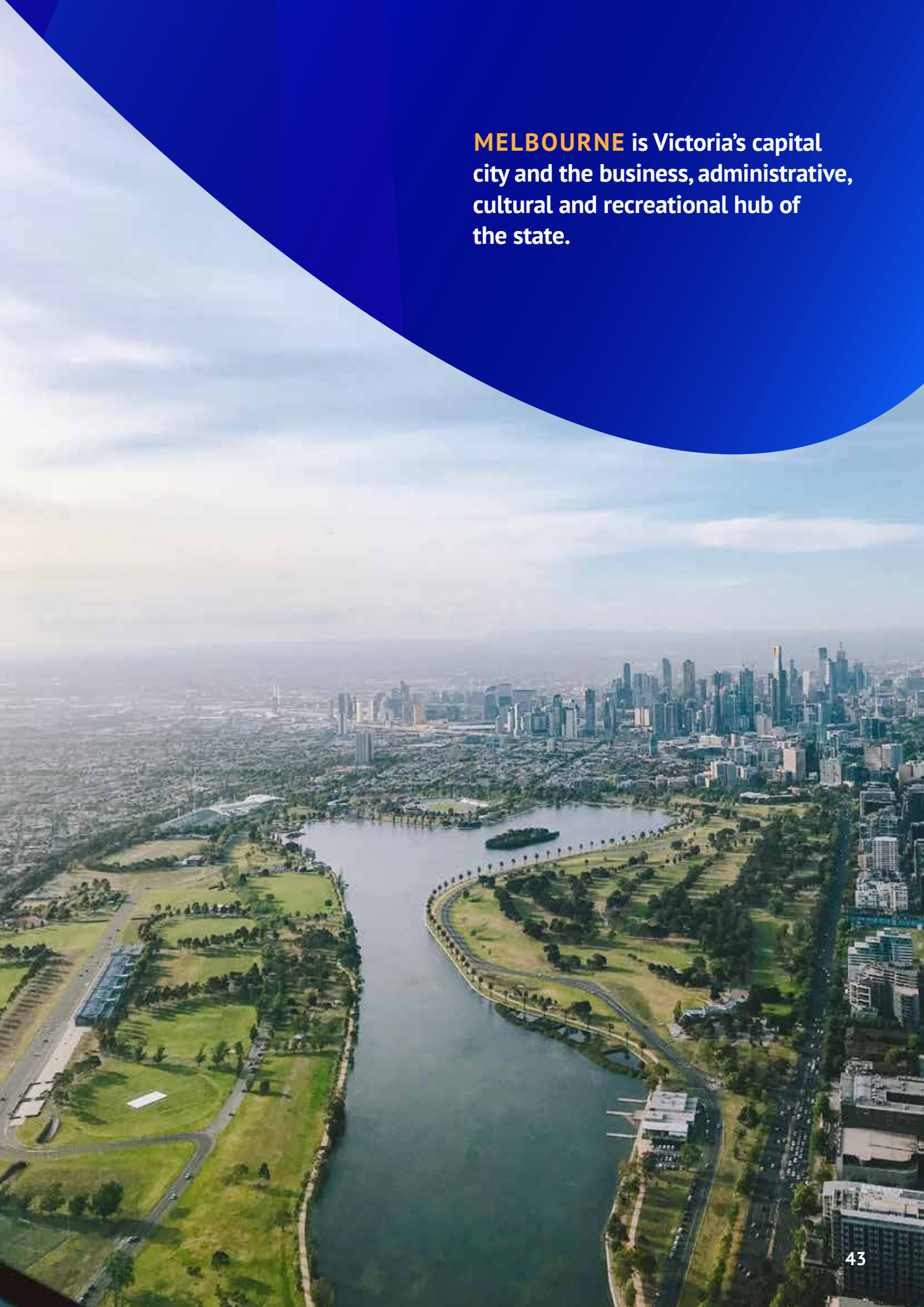
All costs are per year in Australian dollars. To convert to your own currency, visit <http://www.xe.com/>

The Australian Government provides information and guidance on managing your finances. You can read more at [www.moneysmart.gov.au](http://www.moneysmart.gov.au)

If you experience financial trouble while in Australia, talk to the institution's student support staff for assistance.



**MELBOURNE** is Victoria's capital city and the business, administrative, cultural and recreational hub of the state.



# LIVING IN MELBOURNE

## MELBOURNE

Melbourne is the capital city of the State of Victoria. It is situated on the banks of the Yarra River and around the beautiful beaches of Port Phillip Bay. It is an attractive, spacious city with an abundance of parks, gardens, sporting venues and scenic places. Melbourne is also a sprawling city with suburbs extending up to 60km from the city center.

Melbourne is a truly multicultural city. The population is approximately 5 million. There are now people from over 140 nations living harmoniously together. This broad ethnic mix has brought many benefits to the city including a wide range of cuisines and more than 2,300 elegant and cosmopolitan restaurants, bistros and cafés.

Melbourne is considered to be the fashion (and shopping) capital of Australia and offers some of Australia's biggest shopping complexes as well as sophisticated, exclusive boutiques and a host of lively and popular markets.

Melbourne has an excellent public transport system with trams, trains and buses providing an extensive network throughout the city and suburbs. For more information please visit [www.studymelbourne.vic.gov.au](http://www.studymelbourne.vic.gov.au).

## CLIMATE

Melbourne enjoys a temperate climate with four distinct seasons in the year - spring, summer, winter and autumn. Below is a guide to average daily temperatures: Spring - September to November - 12-22°C Summer - December to February - 28-32°C Autumn - March to May - 12 - 20°C Winter - June to August - 10 - 15°C.

Melbourne does not have a specific wet season; it can rain at any time of the year.

## FESTIVAL CITY

Known as Australia's festival city, Melbourne provides lively festival entertainment every month. Major festivals include: Melbourne International Comedy Festival, Chinese New Year Parade, Moomba Parade, Melbourne International Arts Festival, Melbourne Food and Wine Festival, Melbourne International Film Festival, Spring Fashion Week and the Melbourne Fringe Festival.

Melbourne's primary community venue, Federation Square, hosts a great many multicultural festivals throughout the year such as the Indian Film Festival, Diwali Indian Festival of Light, Buddha's Day, Nepal Festival, Thai Culture and Food Festival and Fiesta Malaysia.

Melbourne's music festivals are many ranging from indie music events that attract popular international acts to jazz festivals. Some of the International sporting events include Spring Racing Carnival (Melbourne Cup), Australian Open (Grand Slam tennis), Grand Prix Motor Racing, World Series and Test cricket and Bells Beach Surf Classic.

## ENTERTAINMENT

Being located close to Melbourne's Central Business District (CBD), our campus is close to a great array of entertainment options from ten-pin bowling, cinemas and karaoke, to sophisticated art galleries, theatre and dance events, as well as the usual bars and clubs. As Melbourne is Australia's festival capital there are free events held in the city and in community venues each month. The city's beautiful green and spacious surrounds are very attractive for social, sporting and other outdoor activities. There are plenty of opportunities for international students to have an enjoyable time with friends.

## PUBLIC TRANSPORT TICKETS

Tickets for Melbourne's Myki public transport ticketing system, which covers trams, trains and buses, must be purchased prior to travel at train stations, some tram stops or retail outlets such as 7Eleven. Tickets are not available on public transport. For more information, visit: [www.myki.com.au](http://www.myki.com.au). Fare evasion attracts steep fines. Melbourne is divided into travel zones and your ticket type and cost depends on which zone you are going to travel in and for how long. There is free tram zone in the CBD area (effective 1 Jan 2015). If your tram journey starts or finishes outside the Free Tram Zone, you need to touch on to ensure you have a valid ticket. Visit [www.myki.com.au](http://www.myki.com.au) and Public Transport Victoria at <http://ptv.vic.gov.au/> for more details. Myki Money Daily fare: AUD8.80. For more information about metropolitan fares, visit: <https://www.ptv.vic.gov.au/tickets/fares/metropolitan-fares/>

## COST OF LIVING

Please check 'Living in Australia' section.





# FEES AND REFUND PROCEDURES

All student's refunds are conditional on the following:

## COURSE WITHDRAWAL

- i. Where written notice of withdrawal is received by the Institute at least 8 weeks before the agreed start date of the course or term, the Institute will refund the fees and full refund will be provided.
- ii. Where written notice of withdrawal is received by the Institute at less than 8 weeks before the agreed start date of the course or term, the Institute will refund 80% of the fee paid.
- iii. Where the student defaults, including withdrawing from a course after the course/term start date, the student is liable to pay full tuition fee and there will be no refund of paid tuition fees.
- iv. Any debts to the Institute must be paid in full or the outstanding amounts will be deducted from the refund.
- v. If the refund application is approved, refunds will be made available within 28 days (20 working days) of written notification and relevant forms duly signed by the student being received by the Institute.
- vi. The Institute must have received funds in order for any refunds to be made available (i.e. cheques are cleared, telegraphic transfers have been received).

## STUDENT DEFAULTS

An overseas student or intending overseas student defaults, in relation to a course at a location, if:

- a) the course starts at the location on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn); or
- b) the student withdraws from the course at the location (after the agreed starting day); or
- c) the College refuses to provide, or continue providing, the course to the student at the location because of one or more of the followings:
  - I. the student failed to pay an amount payable to the provider for the course;

II. the student breached a condition of his/her student visa;

III. misbehavior by the student (Note: the student is entitled to natural justice under subsection 47A(3))

A student does not default for failing to start a course on the agreed starting day if he/she does not start that course because the provider defaults in relation to the course at the institute. No refund is payable for student default.

## VISA REFUSAL

If a student visa application or visa renewal is refused by the Australian Government, a refund of course fees, less enrolment, will be made and visa refusal refunds are calculated in accordance with the legislative instrument under subsection 47 E(4).

The calculation under subsection 47 E(4) is as follows:

The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47 E(2) of the Act is the total amount of the pre-paid fees the provider received for the course in respect of the student less the following amount the lesser of:

**a) 5% of the total amount of pre-paid fees**

That the provider received in respect of the student for the course before the default day; or

**b) the sum of \$500**

Students must provide the Institute with substantiated evidence of their student visa refusal.

An international student currently in Australia has their student visa extension application refused by Department of Home Affairs after the commencement of their studies no refund will be paid for ongoing study period at the time of decision however student will be paid refund of unused tuition fee for future terms.

No refunds will be granted where, an international student currently in Australia has their student visa cancelled by the Department of Home Affairs for a breach of visa conditions.



## COLLEGE DEFAULT

- I. In the unlikely event that the college is unable to start or deliver the course (known as Institute default), the student can choose to accept either:
  - i. A refund of course fees, which will be issued to the student within 14 days.
  - ii. Or be placed in an alternative course with the Institute or another provider. If the student chooses this option, they must sign a new written agreement to indicate they have accepted the placement.
- II. If the student chooses to receive a refund of course fees, the college will calculate the unspent portion of tuition fees paid to date (i.e. tuition the student has paid for, but which has not been delivered by the college). The refund will be paid within 14 days after cessation of the course.
- III. If the college is unable to provide a refund or place the student in an alternative course, the TPS will provide the student with options for suitable alternative courses (if any such courses are available), or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

### e. Special Circumstances

Where a student withdraws from the course and returns home because of exceptional and extenuating circumstances of a compassionate nature, such as a death or severe illness in the immediate family, 100% of all the unspent fees paid, less any administration fees, will be refunded.

## REFUND PROCESS

- a. The Student must submit a Refund Application Form along with evidence and supporting documents. Such documents may include, but are not limited to:
  - i. a completed Application for Suspension of Studies, Deferral and/or Leave form provided by the college
  - ii. a letter from Home Affairs advising of a rejection of the student visa application or a refusal to extend a student visa
  - iii. proof of extenuating circumstances of a compassionate nature
- b. Refunds will be made within 28 days (20 working days) of the receipt of completed refund application form along with full supporting documents by the Institute.
- c. Student can nominate the person(s), other than the overseas student, who can receive a refund in respect of the overseas student identified in the written agreement, consistent with the ESOS Act

## PAYMENT OF REFUNDS

- a. Refunds will be paid in Australian dollars via bank transfer to the bank account number nominated by the student on the refund application form.
- b. Refund to International banks will be made in the Australian currency where by student will receive refund amount equivalent to Australian Dollar exchange rate on the date of transfer.



REFUND CIRCUMSTANCES	REFUND OF FEES PAID	REFUND OF MATERIAL FEES	ENROLMENT FEE
Withdrawal at least 8 weeks prior to agreed start date	100%	100%	No refund
Withdrawal less than 8 week prior to the agreed Start Date	80%	100%	No refund
Withdrawal after course start date	No refund	No refund	No refund
Course withdrawn by the College	100%	100%	100%
Application rejected by the College	100%	100%	100%
The course is not provided fully to the student because the College has a sanction imposed by a government			
Regulator	Refund of unused portion of tuition fees for future terms	No refund	No refund
Visa refused prior to course commencement	Total amount of the pre-paid fees the BLC received for the course in respect of the student less the following amount: the lesser of:  (a) 5% of the total amount of pre-paid fees that the provider received in respect of the student for the course before the default day; or  (b) the sum of \$500.	100%	No refund
Visa Extension is refused after commencement of studies due to not meeting visa requirement	Refund of unused portion of tuition fees for future terms	No refund	No refund
RPL fee	No refund if 'Statement of Attainment' is provided	No refund	No refund
Visa refused due to submission of fraudulent documents by or on behalf of the student	No refund	No refund	No refund
Withdraws from the course without notification or breaches their Visa conditions	No refund	No refund	No refund
Withdrawal after the agreed start date	No refund	No refund	No refund
Visa cancelled due to actions of the student	No refund	No refund	No refund
Student abandons the course	No refund	No refund	No refund
The College cancels an enrolment due to serious student misconduct	No refund	No refund	No refund

## APPEALING REFUND DECISIONS

Refer to the Student Complaints & Appeals Policy and Procedure from the Student Administration department if you wish to appeal against the Refund application outcome.

## AUSTRALIAN CONSUMER PROTECTION LAW:

This policy and the availability of complaints and appeals processes do not remove the right of a student to take further action under Australian Consumer Protection Law.



# COMPLAINTS AND APPEAL PROCEDURES

## PURPOSE

To ensure students enrolled at Blue Lotus College (BLC) have a fair, inexpensive complaints and appeals process that includes access to an independent external body, if necessary. BLC will make sure Complaints and Appeals processes are independent, easily and immediately accessible and inexpensive for the parties involved. This Complaints and Appeals Policy and Procedure is designed to ensure that BLC responds effectively and efficiently to individual cases of dissatisfaction in accordance with the requirements of the Standards for RTOs 2015 (clause 6) and National Code Standard 10.

## SCOPE

This policy and procedure applies to all BLC students and prospective students who wish to enrol at BLC.

## RESPONSIBILITY

The Training Manager is responsible for the implementation of this policy and procedure and ensuring that staff and students are made aware of its application.

## DEFINITION

**Complainant** refers to a person who has lodged a complaint with BLC.

**Complaint** means a person's expression of dissatisfaction with any service provided by BLC including academic and non-academic matters.

**Appeal** refers to the process where a student requests for the case to be reviewed if dissatisfied with a decision made by BLC.

**Academic matters** include those matters which relate to student progress, assessment, course content or awards in a course of study.

**Non-academic matters** include those matters related to student enrolment, induction, or orientation process, quality of education and discrimination or harassment that the student may have experienced.

## 1. POLICY REQUIREMENT

- 1.1 BLC will ensure that the process is in place for lodging a formal complaint or appeal, if the matter cannot be resolved informally. This requires a written record of the complaint or appeal to be kept;
- 1.2 Each complainant or appellant has an opportunity to formally present his or her case at no cost to him or herself;
- 1.3 Each party may be accompanied and assisted by a support person at any relevant meetings;
- 1.4 Student's enrolment will be maintained throughout each stage of the appeals process; and
- 1.5 The complainant or appellant is given a written outcome after the conclusion of the case.

## 2. GENERAL COMPLAINTS

- 2.1 All formal complaints or appeals are submitted in writing to the Student Services Manager. It is his/her responsibility to acknowledge the complaint or request for an appeal in writing and to deal with the complaint in the first instance. A complaint/Appeal Lodgement form is available from the Student Support Department, which can be used to Lodge the complaint. Student Support Officer can assist with filling out the Complaint Form. Complaints are to include the following information:
  - Submission date of complaint
  - Name of complainant;
  - Nature of complaint;
  - Date of the event which lead to the complaint
  - Attachments (if applicable);
- 2.2 Once a complaint is received it is to be entered into the 'Complaints log book/register', which is monitored by the CEO and Training Manager regularly. The information to be contained and updated within the register is as follows:
  - Submission date of complaint;
  - Name of complainant;

- Description of complaint / appeal;
- Determined Resolution; and
- Date of Resolution.

- 2.3 A student may be assisted or accompanied by a support person at any stage of the complaints and appeals process regardless of the nature of the complaint.
- 2.4 Once a complaint has been filed and logged in the 'complaints and appeals register', the Student Service Manager shall notify the Training Manager of the complaint and provide any further documentation related to the matter.
- 2.5 The Training Manager shall then refer the matter to the appropriate staff to resolve, or make a decision on the complaint at hand within 10 working days and keep the complainant informed of any decisions or outcomes concluded, or processes in place to deal with the complaint as soon as possible. (The complainant or appellant must be informed when a complaint or appeal is expected to take longer than 60 days to finalise.)
- 2.6 Once a decision has been reached the Training Manager shall be required to inform all parties involved of any decisions or outcomes that are concluded in writing.
- 2.7 Copies of all documentation, outcomes and further action required will be placed into the 'complaints and appeals register' by the Student Services Manager and on the student's file.
- 2.8 Within the notification of the outcome of the formal complaint, the student shall also be notified that they have the right of appeal. To appeal a decision BLC must receive, in writing, grounds of the appeal. Student is referred to the appeals procedure.
- 2.9 Where a decision or outcome is in favour of the student, BLC shall follow the required action to satisfy the student's complaint immediately.
- 2.10 In case of complaints received from a student, BLC will maintain student's enrolment, throughout the complaint process.

### 3. INTERNAL APPEALS

All students have the right to appeal decisions made by BLC where reasonable grounds can be established. The areas in which a student may appeal a decision made by BLC may include:

- Administrative and Management practices;
- Training and assessments outcomes;
- Reported breaches of academic performance;
- Deferral, suspension, or cancellation decisions made in relation to the student's enrolment; Or
- any other decision that is made after a complaint has been dealt with by BLC at the first instance.

- 3.1 To activate the appeals process the student is to complete an 'Appeal' application which is to include a summary of the grounds the appeal is based upon. The reason the student feels the decision is unfair is to be clearly explained and help and support with this process can be gained from Administrations department.
- 3.2 The Student Services Manager shall organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- 3.3 The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- 3.4 Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

### 4. GENERAL APPEALS

- 4.1 Where a student has appealed a decision or outcome of a formal complaint they are required to notify BLC in writing within 20 working days of the grounds of their appeal. Any supporting documentation should also be attached to the appeal.
- 4.2 The appeal shall be lodged through administration department and Student Services Manager shall ensure the details of the appeal are added to the 'complaints and appeals register'.



- 4.3 The Training Manager shall be notified and shall seek details regarding the initial documentation of the complaint and shall make a decision based on the grounds of the appeal.
- 4.4 The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- 4.5 Where a decision or outcome is in favour of the student, BLC shall follow the required action to satisfy the student's complaint immediately.

## 5. ASSESSMENT APPEALS

- 5.1 Where a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is gained. The assessor shall complete a written report regarding the reassessment outlining the reasons why assessment was or was not granted.
- 5.2 If this is still not to the student's satisfaction, the student shall formally lodge an appeal by submitting a written letter outlining their reasons for the appeal. They shall lodge this with the administration department and the appeal shall be entered into the 'complaints and appeals register'.
- 5.3 The Training Manager shall be notified and shall seek details from the assessor involved and any other relevant parties. A decision shall be made regarding the appeal either indicating the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party shall be another assessor appointed by BLC.
- 5.4 The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- 5.5 Where a decision or outcome is in favour of the student, BLC shall follow the required action to satisfy the student's complaint immediately.

## 6. APPEALING DECISIONS TO REPORT BREACH OF VISA REQUIREMENTS

- 6.1 Where a student wishes to appeal the decision of BLC they are to notify the Department of Home Affairs of a breach of procedures, fees and discipline, the student shall lodge, in writing, a letter outlining the details of their appeal.
- 6.2 The appeal shall be lodged with Student Support Services department including details of the reasons for the outcome; and
- 6.3 The process commences within 10 working days of formal lodgement of the complaint or appeal and supporting information and all reasonable measures are taken to finalise the process as soon as practicable. (The complainant or appellant must be informed when a complaint or appeal is expected to take longer than 60 days to finalise.)
- 6.4 If a complaint or appeal cannot be satisfactorily resolved, complainant or appellant will be advised of their right to appeal to an external body in this case to Overseas Student Ombudsman. BLC will refer students to Overseas Student Ombudsman to resolve the complaint independently with no extra cost to students.
- 6.5 Where a decision or outcome is in favour of the complainant or appellant, BLC shall follow the required action to satisfy student's complaint immediately.

## PROCEDURE

### Informal process

Where possible all informal attempts shall be made to resolve the complaint. This may include advice, discussions, and general mediation in relation to the issue and the student's complaint. Any staff can be involved in this informal process to resolve issues but once the student has placed a formal complaint / appeal the following procedures must be followed and appeal shall be entered into the complaints and appeals register.



- 6.6 The CEO shall be notified and shall seek details regarding the initial documentation of the breach and shall make a decision based on the grounds of the appeal.
- 6.7 The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- 6.8 Where a student has decided to access the appeals process in relation to a reportable breach, BLC will not report the breach until the appeals process has been undertaken. BLC is required to maintain all relevant responsibilities until the breach has been reported to Home Affairs via PRISMS.
- 2.6 Appealing deferrals, suspension or cancellation of enrolment decisions.
  - 2.6.1 Where a student wishes to appeal a decision relating to deferment, suspension, or cancellation of their enrolment they are required to lodge, in writing, a letter outlining the details of their appeal.
  - 2.6.2 The appeal shall be lodged with student support service and the appeal shall be entered into the 'complaints and appeals register'.
  - 2.6.3 The Training Manager shall be notified and shall seek details regarding the initial documentation of the decision and shall make a decision based on the grounds of the appeal.
  - 2.6.4 The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
  - 2.6.5 Where a student has decided to access the appeals process in relation to deferment, suspension or cancellation of their enrolment, BLC will not update the student's status via PRISMS until the appeals process is completed. BLC is required to maintain all relevant responsibilities until the change in enrolment status has been reported to Home Affairs via PRISMS.

## 2.7 EXTERNAL APPEALS

- 2.7.1 If the matter is still unresolved after the above procedures have been implemented and the internal appeals process exhausted, the student will be informed about the decision within 10 working days in writing of the outcome and will be advised of their right to seek assistance from an external third party mediator.
- 2.7.2 BLC will refer the student to Overseas Students Ombudsman to lodge an external appeal or complain about this decision.
- 2.7.3 The Overseas Students Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

The Overseas Students Ombudsman contact details are:

### Overseas Students Ombudsman

Website: [www.oso.gov.au](http://www.oso.gov.au)

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Contact Number: 1300 362 072

This service is free of charge to the student.

- 2.7.4 The decision of this independent mediator is final and any further action the student wishes to take is outside of BLC's policies and procedures. The student shall be referred to the government agencies such as Australian Skills Quality Authority (ASQA), Department of Education, Home Affairs or the National Training Complaints Hotline (Tel. 1800 000 674). This information can be gained from the Student Support Officer.
- 2.7.5 Where a decision or outcome is in favour of the student, BLC shall implement the required action immediately and advise the student of the outcome.
- 2.7.6 The student's enrolment shall be maintained until the external appeals process through Overseas Students Ombudsman is finalised.

2.7.7 This complaints and appeals process does not remove the student's right to take action under Australia's protection laws

## 2.8 THE OVERSEAS STUDENTS OMBUDSMAN

The Overseas Students Ombudsman investigates complaints about problems that overseas students have with private education and training in Australia.

The Ombudsman also:

- (a) Provides information about best practice of complaints handling to help private education providers manage internal complaints effectively.
- (b) Publishes reports on problems and broader issues in international education that we identify through investigations. For further information, please visit [www.oso.gov.au](http://www.oso.gov.au) or call 1300 362 072.

## POLICIES

Please refer to BLC website [www.bluelotus.edu.au](http://www.bluelotus.edu.au) and Student Support Service for all current policies and procedures regarding International Students.

## STUDENT RIGHTS AS A CONSUMER

As a consumer, a student has the right to receive factual and accurate information about the courses offered by BLC before making an enrolment decision. To ensure this, BLC has stringent policies and procedures in place.

It is very important that you read this prospectus carefully before enrolling with BLC to ensure that the course meets your requirements and that you fully understand the fees and your obligations as a student.

The availability of the Fees Payment and Refund Policy and the Complaints and Appeals Policy and Procedure does not remove the right of students to take action under Australia's consumer protection laws.



## MEDIA CONSENT

The Enrolment Form gives you the opportunity to decline permission for BLC to use any representation of your time here for promotional purposes. Please be sure to read this section of the Enrolment Form.

From time to time, BLC staff may request to take photographs/videos or verbal/written interviews/testimonials of students at BLC or at places where the student is involved in an activity. These creations may be used in a classroom, or at on-the-job work activities or could be published by BLC in print, digital or broadcast media such as documents, the student

magazine, website, television, YouTube, social media platforms, newsletters, displays, journals, professional development materials for trainers and marketing collateral. Staff may also at times request that students provide any of the above of the students' own creation for the same purposes. You have a right to refuse use of your image or work for such creations. Students may also reverse their decision to decline Media Consent by signing a Media Consent Form at the time of any such request and withdraw any time by sending a mail or contacting BLC student administration.





**Blue Lotus**  
**COLLEGE**  
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Blue Lotus Academy Pty Ltd trading as Blue Lotus College.  
ABN 12 620 656 671 | RTO: 45392 | CRICOS: 03790G

**Disclaimer:** Course information contained in this prospectus is current at the time of printing and is subject to change. Please refer to student handbook and information published on website <https://www.bluelotus.edu.au/> for the most current information. Learners are encouraged to get more information from the National Training Register at [www.training.gov.au](http://www.training.gov.au) or speak to a BLC staff member for details. BLC handles all superseded qualifications as per our Course Transition Policy and Procedures available from <https://www.bluelotus.edu.au/>

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