



International Student Handbook 2019/2020

Blue Lotus College (BLC)

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Welcome Message

Welcome to Blue Lotus College (BLC) and congratulations on your new journey with us. We pride ourselves in not only in fostering academic excellence but also in making our students educational experience satisfying such that student will remember their time at BLC for the rest of their life.

On behalf of our staff and teachers, I warmly welcome you to BLC.

This Student Handbook has been developed to provide you with important information in order to make an informed decision about your future study plans. It contains information about courses we offer, fees and costs, admission procedures at BLC and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at BLC.

Rest assured that the BLC team is here to support you in order for you to have the best learning experience possible. We are committed to ensure that your time at BLC is worthwhile, memorable and productive.

I look forward to welcoming you at BLC.



Rajesh Acharya
CEO
Blue Lotus College (BLC)

About Blue Lotus College (BLC)

BLUE LOTUS COLLEGE (BLC) is an Australian private training organisation based in Melbourne, Victoria. It delivers English language to overseas students and vocational training courses to Australian and international students.

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

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

Conveniently located in the heart of Melbourne city, BLC training location is accessible to all students by using public transport and in close distance from Melbourne Central Station, within huge networks of free tram zone, 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

Email: admission@bluelotus.edu.au

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

Enrolment Information

This Student handbook has been developed to provide students with important information in order to make an informed decision about their future study plans. It contains information about courses we offer, fees and costs, admission procedures at BLC and other vital information. It also provides different processes and procedures which will help you understand more about your rights and responsibilities as a prospective or current student at BLC.

Students must read this handbook carefully in full before making an application. Students are encouraged to contact BLC if they are unsure about any information included in this handbook or have any questions.

Students must complete the student application form and send the completed form to the BLC along with the application fee. You can also submit your application through one of our authorised agents. A list of approved agents can be found on our website www.bluelotus.edu.au.

Once your form is received College will conduct a pre-training review which aims to identify your training needs through questions on previous education or training, relevance of the courses to student, basic computing skills. Interview will be conducted by BLC enrolment officer. Interview also aims to identify possible RPL opportunities and confirm oral communication skills. Through pre-training review, you will also demonstrate you have necessary skills to successfully complete the course.

BLC expects you will provide evidence of your literacy and numeracy skill with IELTS /equivalent test score and secondary school certificate. You will also be required to attend LLN test to identify your level of LLN and support requirements.

College will also identify any Recognition of prior learning (RPL) and credit opportunities during pre-training interview. If any RPL opportunities are indentified students will be provided RPL form and BLC enrolment officer will explain the RPL process and information kit will be sent. If any RPL is approved length of confirmation of enrolment (COE) will be adjusted according to RPL and credit transfer approved for unit of competencies.

The College will assess completed student application forms based on the information supplied. Students for each course will be selected in a manner that reflects access and equity principles. Completion of the student application form does not imply that the College will make an offer to the prospective student.

BLC will notify the outcome of your application in writing. The College will send successful applicants an offer letter, a written agreement and a request for payment. Written agreements must be completed in full, signed by the applicant, dated and returned to the College.

Those wishing to accept the offer must complete the written agreement, pay fees requested in the letter of offer and send it to the College. BLC will not accept the course fees without written agreement.

Once the completed written agreement and fees is received (and cleared by the bank) BLC will issue a confirmation of Enrolment (COE). The COE is required for prospective students to apply for their Australian student visa.

Applicants will also be notified if they do not meet the entry requirement.

Unique Student Identifier (USI)

All students undertaking vocational education and training must hold an Unique Student Identifier (USI) and provide it to the BLC during the enrolment process. If students do not provide an USI, BLC will not be able to issue a Certificate, Statement of Attainment or Transcript for the training. For details on USI, visit www.usi.gov.au.

BLC Student support staffs can assist you to obtain your USI on request.

Entry Requirements for International Students

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

- I. Either a minimum IELTS (General) test score of 6.0 or equivalent for direct entry into a VET course;
or, IELTS score of 5.0 or equivalent with and ELICOS course (up to 20 weeks) to be taken before the main VET course.
or, IELTS score of 4.5 or equivalent with an ELICOS course (up to 30 weeks) to be taken before the main VET course.
Results more than two years are not acceptable.
OR
- II. 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
- III. 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
- IV. Successful completion of BLC's Language, Literacy and Numeracy Test conducted by BLC.

Test evidence table:

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

For Graduate Diploma of Management (Learning), students need to have IELTS test score of 6.0 or equivalent for direct entry along with or the evidence as sated in point II, III or IV mentioned above.

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

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 Graduate Diploma, Advance Diploma and Diploma level courses conducted by Blue Lotus College (BLC).

Candidate undertaking courses must possess sound numeracy skills since it requires them to do calculations, make reports and graphs.

Academic Requirements

VET

Graduate Diploma 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 Diploma qualification or higher in relevant field.

Advanced Diploma Level

Prospective BLC international students are required to demonstrate their capacity to complete the Advanced Diploma of Leadership and Management course successfully.

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

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.

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 entry requirement listed in this training package.

General English

There are no academic entry requirements for the ELICOS course. Even if a student has not completed High school, they are still able to improve their English skills. Any student with any Academic background can enrol.

Computer Literacy Requirements

Students are required to have basic computer skills including operating MS-word and doing research on internet since course will require student to make reports in MS word, Excel, power point presentation and operating accounting software e.g. Xero or MYOB in case of accounting students.

Minimum Age Requirement

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

Pre-training Review (PTR)

As per its Admission and Enrolment Policy, 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 an option for students to apply at time during their studies.

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

Materials and Equipment Requirement

Although BLC will provide access to computers/laptops with required resources during classroom hours however to work on assignments and tasks for self-study, all learners are expected to have access to a laptop or computer with the 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 application such as Microsoft Word, and an email platform such as Gmail or Outlook.

Course Information

1. DIPLOMA OF ACCOUNTING

National Code: FNS50217

CRICOS Course Code: 0100534

Duration: 52 Weeks (including holidays and breaks)

Tuition Fees: \$12,500

Material Fee: \$300

Enrolment Fee: \$200 (Non-refundable)

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

Delivery Mode: Face to Face in Classroom

In order to achieve qualification FNS50217 Diploma of Accounting student must complete following 11 unit of competencies which includes 6 core units and 5 electives units.

No.	Unit Code	Unit Title
Core Units		
1	FNSACC516	Implement and maintain internal control procedures
2	FNSACC517	Provide management accounting information
3	FNSACC514	Prepare financial reports for corporate entities*
4	FNSACC511	Provide financial and business performance information
5	FNSACC512	Prepare tax documentation for individuals ¹
6	FNSACC513	Manage budgets and forecasts
Elective Units		
7	FNSORG506	Prepare financial forecasts and projections
8	FNSINC601	Apply economic principles to work in the financial services industry
9	FNSINC602	Interpret and use financial statistics and tools
10	FNSACC607	Evaluate business performance*
11	FNSACC601	Prepare and administer tax documentation for legal entities* ¹

Entry Requirement as per Training Package rule for Diploma of Accounting:

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.

2. CERTIFICATE IV IN ACCOUNTING AND BOOKKEEPING

National Code: **FNS40217**

CRICOS Course Code: 0100535

Duration: 52 Weeks (including holidays and breaks)

Tuition Fees: \$10,500

Material Fee: \$300

Enrolment Fee: \$200

Location: Level 2, 540 Elizabeth Street, Melbourne 3000

Delivery Mode: Face to Face in Classroom

In order to achieve qualification FNS40217 Certificate IV in Accounting and Bookkeeping, student must complete following 13 unit of competencies which includes 8 core units and 5 electives units

No.	Unit Code	Unit Title
Core Units		
1	BSBFIA401	Prepare financial reports
2	BSBSMB412	Introduce cloud computing into business operations
3	FNSACC311	Process financial transactions and extract interim reports
4	FNSACC312	Administer subsidiary accounts and ledgers
5	FNSACC408	Work effectively in the accounting and bookkeeping industry
6	FNSACC416	Set up and operate a computerised accounting system
7	FNSTPB401	Complete business activity and instalment activity statements ¹
8	FNSTPB402	Establish and maintain payroll systems ¹
Elective Units		
9	FNSACC412	Prepare operational budgets
10	FNSACC414	Prepare financial statements for non-reporting entities
11	BSBITU306	Design and produce business documents
12	BSBITU402	Develop and use complex spreadsheets
13	FNSACC413	Make decisions in a legal context

¹ Unit required for the FNSSS00004 BAS Agent Registration Skill Set

3. GRADUATE DIPLOMA OF MANAGEMENT (LEARNING)

National Code: BSB80615

CRICOS Course Code: 102332J

Duration: 52 Weeks (including holidays and breaks)

Tuition Fees: \$13,500

Material Fee: \$300

Enrolment Fee: \$200

Location: Level 2, 540 Elizabeth Street, Melbourne 3000

Delivery Mode: Face to Face in Classroom

In order to achieve qualification BSB80615 Graduate Diploma of Management (Learning), student must complete following 8 unit of competencies which includes 2 core units and 6 electives units

No.	Unit Code	Unit Title
Core Units		
1	BSBINN801	Lead innovative thinking and practice
2	BSBRES801	Initiate and lead applied research
Elective Units		
3	BSBINN501	Establish systems that support innovation
4	BSBLDR801	Lead personal and strategic transformation
5	BSBLED802	Lead learning strategy implementation
6	BSBLED805	Plan and implement a mentoring program
7	BSBLED806	Plan and implement a coaching strategy
8	BSBLDR803	Develop and cultivate collaborative partnerships and relationships

4. ADVANCED DIPLOMA OF LEADERSHIP AND MANAGEMENT

National Code: BSB61015

CRICOS Course Code: 0101668

Duration: 52 Weeks (including holidays and breaks)

Tuition Fees: \$13,500

Material Fee: \$300

Enrolment Fee: \$200

Location: Level 2, 540 Elizabeth Street, Melbourne 3000

Delivery Mode: Face to Face in Classroom

In order to achieve qualification BSB61015 Advanced Diploma of Leadership and Management, student must complete following 12 unit of competencies which includes 4 core units and 8 electives units

	Unit Code	Unit Title
	Core Units	
1	BSBFIM601	Manage finances
2	BSBINN601	Lead and manage organisational change
3	BSBMGT605	Provide leadership across the organisation
4	BSBMGT617	Develop and implement a business plan
	Elective Units	
5	BSBHRM602	Manage human resources strategic planning
6	BSBINM601	Manage knowledge and information
7	BSBMGT608	Manage innovation and continuous improvement
8	BSBMGT616	Develop and implement strategic plans
9	BSBMKG609	Develop a marketing plan
10	BSBDIV601	Develop and implement diversity policy
11	BSBHRM604	Manage employee relations
12	BSBMGT615	Contribute to organisation development

5. DIPLOMA OF LEADERSHIP AND MANAGEMENT

National Code: BSB51918

CRICOS Course Code: 0100536

Duration: 52 Weeks (including holidays and breaks)

Tuition Fees: \$12,500

Material Fee: \$300

Enrolment Fee: \$200

Location: Level 2, 540 Elizabeth Street, Melbourne 3000

Delivery Mode: Face to Face in Classroom

In order to achieve qualification BSB51918 Leadership and Management, student must complete following 12 unit of competencies which includes 4 core units and 8 electives units

	Unit Code	Unit Title
	Core Units	
1	BSBLDR511	Develop and use emotional intelligence
2	BSBMGT517	Manage operational plan
3	BSBLDR502	Lead and manage effective workplace relationships
4	BSBWOR502	Lead and manage team effectiveness
	Elective Units	
5	BSBR501	Manage risk
6	BSBHRM506	Manage recruitment selection and induction processes
7	BSBWOR501	Manage personal work priorities and professional development
8	BSBMGT516	Facilitate continuous improvement
9	BSBCUS501	Manage quality customer service
10	BSBADM506	Manage business document design and development
11	BSBWHS521	Ensure a safe workplace for a work area
12	BSBDIV501	Manage diversity in the workplace

6. GENERAL ENGLISH (ELEMENTARY TO ADVANCED)

CRICOS Course Code: 0101024

Duration: Up to 70 weeks (including holidays)

Minimum Enrolment: 4 weeks

Intake Dates: Weekly

Entry Requirements: No Minimum Entry Requirement

Tuition Fee: \$220 per week

Enrolment Fee: \$200

Material Fee: \$10 per week (\$60 minimum)

Location: Level 2, 540 Elizabeth Street, Melbourne 3000

Delivery Mode: Face to Face in Classroom

The purpose of the General English course is to provide students with a strong, well balanced knowledge and application of the English language. Students improve their reading, writing, listening and speaking skills in daily and practical situations.

All students need to complete an internal English Placement test on their first day in order for the student's current English level to be ascertained. Once testing is complete, students are advised of their level, given a course outline and students are asked to purchase the relevant level textbook before entering class.

IELTS PREPARATION

(INTERMEDIATE TO ADVANCED)

CRICOS Course Code: 0101025

Duration: Up to 42 weeks (including holidays)

Minimum Enrolment: 4 weeks

Intake Dates: Weekly

Entry Requirements: Minimum Intermediate Level of English

Tuition Fee: 220 per week

Material Fee: \$10 per week (\$60 minimum)

Enrolment Fee: \$ 200

Location: Level 2, 540 Elizabeth Street, Melbourne 3000

Delivery Mode: Face to Face in Classroom

The purpose of the IELTS Preparation course is to provide students with the skills required to achieve a high score in the IELTS test. These skills include skimming, scanning, listening to lectures and conversation for gist and finer details, paragraph writing, essay writing, letter writing, speaking about familiar and unfamiliar topics, providing an opinion etc.

Training and Assessment

Competency based training and assessment

In vocational education and training, people are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, to the standard of performance expected in the workplace. Training and assessment aim to make sure that the individuals participating in the training and assessment has the competence to undertake their work role to the standard expected in the relevant workplace.

An individual can be assessed during their training, at the end of their training, or without even undertaking any training (for example if they believe they are already competent).

Those being assessed are often referred to as students. The method and timing of assessment will vary depending upon the assessor, the student and the competency being assessed.

Mode of Study and Delivery Approach

All courses at BLC are delivered face to face in a classroom with access to Blue Lotus Accounting and BIZ Operations and computer and internet for 20 hour a week over three days and/or five days depending on their own class timetable.

BLC uses a range of delivery approaches to ensure its courses are delivered at highest standards. Course delivery approaches include: Classroom lectures, use of simulated environment, workshops, presentations and learning management system, 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. The training delivery includes but is not limited to:

- Power point presentation on topics discussed during session.
- Role play and case studies in the classroom to reinforce the required interpersonal skills for individual and group work.
- Context related training activities in the classroom involving individuals, pairs and small group activities.
- Student resource workbooks and access to e-books and power point presentations
- in Moodle, to support training, independent reading and research projects.
- Within assessment, students will be required to participate in simulated case studies of 'Biz Op' in a simulated business environment that includes templates, case studies and scenarios which closely reflect workplace processes and unexpected or contingency related activities.

Course Assessment and Method

All assignments 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.

VET Course students

For Blue Lotus College's VET courses assessment methods will be written exams, case studies and projects in response to BIZ Op scenarios and in simulated accounting environment. Students are required to participate in role plays to demonstrate communication and leading skills. Students will also be required to make presentation and reports in few units.

Simulated Business Blue Lotus Accounting and BIZ operations

BLC will simulate business environment to the standard of workplace providing access to business documents & templates, sample policies and procedures used in workplace, people, equipment and facilities as defined in conditions.

Facilities and equipment

BLC has allocated a dedicated simulated business/tutorial room at its campus with an access to standard office equipment and facilities, presentation aids, additional resources and office environment for students.

People

Assessment includes case studies, roleplay where assessor and colleague students will play role of customer and stakeholders.

Students will be notified in advance of the time and form of assessment.

Assessment evidence: All assessment evidence submitted by students to complete assessment tasks for each unit of competency should be meeting following rules of evidence:

a) Validity

Evidence e.g. reports, answers, assignment are relevant to questions asked in the tasks and the assessor is assured that the learner has the skills, knowledge and attributes as described in the unit of competency and associated assessment requirements.

b) Sufficiency

The assessor is assured that the quality, quantity and relevance of the assessment evidence enable a judgement to be made of a learner's competence which mean answers to assignments, questions, reports should be elaborate, and student should complete all tasks required by unit and assessment.

c) Authenticity

The assessor is assured that the evidence presented for assessment is the learner's own work and student not plagiarised work from other students or other sources.

d) Currency

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very past. Which means student must provide answers, report and assignments which reflect latest information e.g. latest legislation, work process or software etc.

To view the Assessment Policy and Procedure, please visit www.bluelotus.edu.au/policies.

Re-assessment

Students unsuccessful at achieving competency at the first attempt will be given a second opportunity for re-assessment at a mutually agreed time and date. If a student fails the re-assessment after two attempts, they will be advised to re-enrol in the unit.

This will incur a unit repeat fee of \$300.

Not attending for an assessment will be counted as one assessment attempt for each occurrence unless:

- the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- the student can provide independent evidence of exceptional compassionate circumstances beyond the student's control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

To view the Assessment Policy and Procedure, please visit college website at www.bluelotus.edu.au

Assessment Outcome

Each unit of competency includes multiple assessment tasks and after each assessment the student's submission will be marked Satisfactory (S) or Not satisfactory (NS). After each assessment verbal and written feedback provided. Final unit results are recorded as Competent (C) and Not Yet Competent (NYC).

Assessment appeals

If students are dissatisfied with an assessment outcome, they can appeal the assessment decision. In the first instance, students are encouraged to appeal informally by contacting the assessor and discussing the matter with them. If students are dissatisfied with the outcome of such discussion, students can appeal further to either the course coordinator and/or head of department. If students are still dissatisfied, student can appeal formally and in writing to have the result reviewed. For more information, refer to the Assessment Policy and the Complaints and Appeals Policy and Procedures.

Qualifications to be issued

Qualifications gained at BLC are based on the principles, guidelines and standards set by the Australian Qualifications Framework (AQF) and VET Quality Framework 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.

Qualification, Statement of Results or transcript of results will only be issued once all outstanding fees have been paid in full. BLC will issue certification in a timely manner, so students can provide proof of their competence to employers (or potential employers) and obtain any industry licences or accreditation. Providing all fees have been paid, all AQF certification documentation will be issued within 28 days of the student exiting their course or the student's final assessment being completed.

Academic Misconduct

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 Student is caught engaging in these acts, their assessment will be deemed Not Yet Competent. If students engaged in such act for a second time, they may be suspended or expelled from the course. All works submitted must be an accurate reflection of the Student's level of competence.

The following information is intended to provide guidance and prevent their occurrence.

Cheating

Actions that are defined as cheating during assessment:

- Referring to unauthorized information, phones and other electronic devices during a closed book assessment
- Gaining assistance from an unauthorised person during the assessment process
- Providing assistance to another person in an assessment (where this is not permitted)
- Falsifying documentation submitted to gain an unfair advantage e.g. in applications for Recognition of Prior Learning and or Credit Transfer
- Other people providing false Third-party reports for assessment purposes

Cheating in any form during assessments will result in the student's assessment being invalidated and will be deemed **Not Yet Competent**.

Plagiarism

Plagiarism is the submission of somebody else's work as your own. This may include copying all or part of another person's thoughts or ideas and representing them as your own. If a

student fails to identify the original source of some or all of the submission this also constitutes plagiarism.

If a Student copies another Student's work and passes this off as their own, then this is also a form of plagiarism and cheating.

During assessment you will read about ideas and gather information from many sources. When you use these ideas in assignments you must identify who produced them and in what publications they were found. If you do not do this, you are plagiarising. If students are including other people's work in submissions e.g. passages from books or websites, then reference should be made to the source.

For further information on what constitutes plagiarism please refer to: <http://www.plagiarism.org>

Submitting plagiarised work during assessments will result in the student's assessment submission being invalidated will be deemed **Not Yet Competent**.

Collusion

Collusion is the presentation by a student of an assignment as his or her own which is in fact the result in whole or in part of unauthorised collaboration with another person or persons. Collusion involves the cooperation of two or more students in plagiarism or other forms of academic misconduct or cheating. Both collusion and plagiarism can occur in group work.

Unauthorised collusion during assessments will result in the student's assessment submission being invalidated.

Disciplinary Action

If students are being found to have cheated or plagiarised, there are penalties and processes that are followed. You may be penalised by any of the following ways as:

- be reprimanded
- be required to repeat the assessment or complete a new assessment task
- fail all or part of the assessment (i.e. NYC)
- be suspended from studies
- have your enrolment cancelled

To view the Plagiarism and Cheating Policy and Procedure, please visit college website www.bluelotus.edu.au

Credit Transfer

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

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. Length of COE will be adjusted according to any RPL granted. Student must check with department of home affairs as it may affect their visa.

An application for RPL must be lodged in writing.

Application forms for RPL are available on our website www.bluelotus.edu.au

Currency of training

BLC implements an effective course validation procedure to ensure that it delivers current AQF training package qualifications and accredited courses. BLC ensures appropriate transition arrangements in case a qualification or an accredited qualification is superseded.

Pathways to Higher Education

BLC's graduates may seek credits to the relevant degree programs in Australian universities. BLC has approved vocational credit linkage arrangements with **Southern Cross University (SCU)** recognising prior learning complete within the following BLC diploma qualifications for entry into the first or second year of a related Southern Cross University degree.

Reasonable Adjustment

Students have different needs and often training needs to be adjusted to meet individual student's needs. Adjustments can be made to assessment process, resources, facilities, delivery style and structure of training sessions.

By definition: 'Reasonable adjustment refers to measures or actions taken to provide a student with a disability or special needs, the same educational opportunities as everyone else. To be reasonable, adjustments must be appropriate for that person, must not create undue hardship for the College and must be allowable within rules defined by the training package.'

In practice, this can translate into:

-
- a. adjusting equipment or the physical environment.
 - b. Providing specialized equipment.
 - c. changing the format and layout of training materials, for example using black and white slides instead of colour, using visuals instead of dense text or providing audio instead of visual information.
 - d. allowing breaks for fatigue, medication or toilet use.
 - e. changing assessment procedures and timing.
 - f. presenting work instructions in diagrammatic or pictorial form instead of words and sentences;
 - g. simplifying the design of job tasks

Training Facilities & Resources

Training Location

BLC has its training facility located, at Level-2, 540 Elizabeth Street, Melbourne, VIC 3000. We are located at the heart of city accessible from all kinds of public transportation.

Blue Lotus Academy Pty Ltd t/a Blue Lotus College (BLC)
Level-2, 540 Elizabeth Street, Melbourne, VIC, 3000
Phone: 03 9349 2513
Email: info@bluelotus.edu.au
Website: <https://www.bluelotus.edu.au/>

How to Reach Us

By Public Transport

By Tram

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

Nearest Train Stations:

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 available in nearest place.

Modern Campus Facility

- Fully equipped classrooms with whiteboard and projectors
- Photocopying facilities
- Library
- Chairs with tablets
- Quiet Study area
- Air Conditioning
- High speed internet
- Access to many cafés and restaurants nearby

Classrooms

All training rooms are modern, fitted with Wi-Fi enabled whiteboards and projectors, internet connection and computer. BLC aims to provide inclusive learning environment for its learners.

Class times and reception hours (VET/ELICOS/IELTS)

BLC campus is open for from 8.30 am-9.30 pm from Monday-Saturday, and 8:30am-4pm on Sundays.

There will be at least 1 student support officer during weekend class hours.

Classes will operate in three (3) shifts of 4 hours each, please find shift details below:

1. Morning shift: 8.30 am- 12.30 pm
2. Afternoon shift: 1 pm- 5.00 pm
3. Evening shift: 5.15 pm- 9.15 pm

Students will not be scheduled more than 8 hours class in a day.

Following will be typical schedule for classes:

- Day1: 8 hours
- Day2: 8 hours
- Day3: 4 hours

Timetable will be provided prior to the commencement of the course.

Fully equipped computer room

BLC has fully equipped computer lab with access to printing and photocopying facilities.

BLC Learning Management System (LMS)

BLC has Moodle LMS to ensure Student has access to learning resources and assessments. Moodle will include webinars and discussion from fellow learners to make learning experience inclusive.

<http://lms.bluelotus.edu.au>

Learning Resources and Equipment

BLC supplies each Student with one complete set of learning materials including Workbooks, Assessment Records and learning guides, 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 word processing application such as Microsoft Word and email, such as Microsoft Outlook and the Adobe PDF reader version 8 or higher.

Student Recreational area and unchroom

BLC campus has dedicated student lunchroom and recreational area with access to kitchen facilities where students can relax and meet with others during breaks. A lunchroom is provided for students which has comfortable seating, a kitchenette, microwave, 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.

Staffing

BLC employs highly qualified trainers/assessors, administrative, and student support staffs. We will engage trainers who are experienced in providing education for students from diverse cultural backgrounds, and who can provide the support and counselling students need to succeed with their studies. We provide the learning support required to assist students with the challenges they may sometime experience when studying overseas, and in a second language - English.

Student 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 organise cover for you through Allianz Global Assistance OSHC if you wish. Contact our Student Services. You can find out more about OSHC at www.health.gov.au and 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 for VET courses

Although BLC reports students on the basis of unsatisfactory course progress. However, BLC encourage attendance and will monitor class attendance. Student Support Service will contact any student if they are absent from classes for more than 5 days without reason or explanation. Student who are absent constantly will miss on assessments. Please refer to Attendance Policy on college website at www.bluelotus.edu.au

Attendance for ELICOS courses

All ELICOS students are expected to attend at least 80% of their classes which is stipulated by the Australian government. Please refer to ELICOS Attendance Monitoring Policy.

Academic Progress

If VET students do not meet academic progress requirements, they will be reported to Department of Home affairs which may lead to cancellation of their visa. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. Study period for all BLC courses defined for this purpose 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 the skills that are taught in class
- Ensure that you are present for all assessment activities scheduled by trainers
- Make an appointment with the Student Support Officer if you are having any difficulties with your studies.

In addition to the above minimum requirement, College 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 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:

- i. BLC's failure to record or calculate a student's marks accurately,
- ii. Compassionate or compelling circumstances, or
- iii. 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.

- i. 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.
- ii. 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 at 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 Home Affairs web site at Department of Home Affairs www.homeaffairs.gov.au

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/live-in-australia/working/work-while-you-study

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 a permission to transfer to another college, they will need to complete the written request (e-mail is acceptable) or release form available from BLC. There is no cost attached to applying for a release; however, students will need to contact 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 Standard 8 of the 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 based on 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 transfer between providers policy for more details available at 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.

BLC will only defer or suspend the enrolment of the student on the grounds of:

- a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes),
- b. misbehaviour by the student.

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.

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

- Misbehaviour 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 requirements by the overseas student for failing to achieve more than 50% course progress for each study period (1 Term=10 weeks) for two consecutive study periods. (Please refer academic progress section)

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 Department of Home Affairs by the College and this may affect the status of a student visa.

BLC will inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa, and notify the Secretary of DET (Department of Education and Training) via PRISMS as required under section 19 of the ESOS Act 2000 where the student's enrolment is deferred, temporarily suspended or cancelled

BLC will inform the student of its intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the BLC's internal complaints and appeals process. If the student accesses the BLC's internal complaints and appeals process, the suspension or cancellation of the student's enrolment will not take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student apply.
Student initiated deferral or suspension of studies

Students can defer or suspend their studies only in certain limited circumstances. These include:

- Compassionate or compelling circumstances. For example:
- Serious illness or injury, where a medical certificate states that the student was / is unable to attend classes;
- Bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- Involvement in a traumatic experience which could include involvement in or witnessing a serious accident or witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).
- Where BLC is unable to offer a pre-requisite unit.
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Please Note: The above is only some of examples of what may be considered compassionate or compelling circumstances. The CEO will use its professional judgment to assess each case on its individual merit.

If possible, students are required to apply in writing to defer or suspend their studies, before discontinuing their studies.

BLC will assess the application and advise the student in writing of the outcome within 10 working days. When determining whether compassionate or compelling circumstances exist, BLC will consider documentary evidence provided to support the claim and will keep copies of these documents in the student's file.

BLC initiated suspension and/or cancellation of enrolment

BLC may suspend or cancel a student's enrolment on the following grounds:

- Misbehaviour by the student
- Non-payment of fees by the due date.
- Failure to commence studies within five (5) working days of the commencement of each term.

BLC may suspend a student's enrolment on the grounds of misbehaviour and severe misbehaviour. Severe misbehaviour is defined but not limited to any actions resulting in a police report, for example actions causing grief or harm to another person or police prosecution. Other misbehaviour may include but is not limited to acts of discrimination, sexual harassment, and vilification or bullying as well as acts of cheating or plagiarism. Such acts of misbehaviour will be classified into one of two categories.

Academic Misconduct

The following gives an indication to the types of behaviour that constitute 'Academic Misconduct' within BLC:

Summative Assessments

- Students must not help or receive assistance from other students during the completion of a summative assessment;
- Students must not bring any materials into the assessment room other than those specified for that assessment; and
- Students must not use computer software or other devices during a summative assessment other than those specified.

A student may be excluded from a final assessment in a unit for any of the following reasons:

- unauthorized absence from class
- failure to meet unit requirements in accordance with BLC's Monitoring Course Progress policy; For example, non-submission of assignments or failure to complete other
- Tests in that unit of competency
- General misbehaviour (see below)
- Other assessment tasks (cheating or plagiarism)

- Students must not copy or paraphrase any document, audio visual material, computer-based material or artistic piece from another person, source, except in accordance with the conventions of the field of study
- Students must not use another person's concepts, results or conclusions and pass them off as their own
- In cases where the assessment task is intended to be individual work not group work, students must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
- Students must not ask another person to produce an assessable item for them.

Intervention Strategies

- Not attending an intervention meeting is a serious academic breach as it adversely affects the student's ability to attain satisfactory course progress.
- Failing to comply with the intervention strategy can lead to cancellation of the student's enrolment

General Misconduct

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

The following examples indicate the kinds of behaviour which constitute student misconduct. They are for illustrative purposes and are not intended to be exhaustive. Student misconduct occurs when a student:

- contravenes any rules or Acts;
- prejudices the good image or reputation of the BLC;
- prejudices the good order and governance of BLC or interferes with the freedom of other people to pursue their studies, carry out their functions or participate in the life of the BLC;
- fails to comply with conditions agreed in the contract;
- wilfully disobeys or disregards any lawful order or direction from BLC personnel;
- refuses to identify him or herself when lawfully asked to do so by an officer of the BLC;
- fails to comply with any penalty imposed for breach of discipline;
- misbehaves in a class, meeting or other activity under the control or supervision of the BLC, or on BLC premises or other premises to which the student has access as a student of BLC;
- obstructs any member of staff in the performance of their duties;
- acts dishonestly in relation to admission to the BLC;

- knowingly makes any false or misleading representation about things that concern the student as a student of the BLC or breaches any of BLC rules;
- alters any documents or records;
- harasses or intimidates another student, a member of staff, a visitor to the BLC, or any other person while the student is engaged in study or other activity as a college student, because of race, ethnic or national origin, sex, marital status, sexual preference, disability, age, political conviction, religious belief or for any other reason;
- breaches any confidential information of the BLC;
- Misuses any facility in a manner which is illegal, or which is or will be detrimental to the rights or property of others. This includes the misuse, in any way, of any computing or communications equipment or capacity to which the student has access at or away from the BLC premises while acting as BLC student, in a manner which is illegal, or which is or will be detrimental to the rights or property of others;
- steals, destroys or damages a facility or property of the BLC or for BLC; or
- Is guilty of any improper conduct.
- fails to reconcile tuition fees (non-payment of fees)
- Engages in cheating or plagiarism

BLC will issue the student with a written warning before taking any actions.

BLC will notify the student in writing of its intention to suspend and/or cancel the student's enrolment. This notification will include advice that deferring, suspending or cancelling a student's enrolment may affect their student visa.

Students have the right to appeal a decision made by BLC to defer, suspend or cancel their studies and have 20 working days to access BLC's complaints and appeals process prior to BLC taking action to suspend or cancel the student's enrolment. If a student accesses BLC internal complaints and appeals processes, the proposed suspension and/or cancellation will not take effect until the internal process is complete, unless extenuating circumstances relating to the welfare of the student and other students of the College apply.

Student Initiated Deferral, Suspension or Cancellation of Enrolment Procedure

Student initiated deferral

A student wishing to defer an enrolment must do so prior to the commencement of the course. Students must complete an 'Application to defer, suspend or cancel enrolment' and submit to the Student Administrations Department. Applications are assessed by the Student Services Coordinator.

A decision will be made within 10 working days. Students are advised of the decision in writing. If approved, a student course variation is reported in PRISMS. All relevant documentation will be kept on the student's file.

Student initiated suspension

Students who wish to suspend their studies must first speak to a staff member in the student support to gain an application form and to ensure they understand the reasons that suspension may be granted.

The application form must be completed and submitted to the Student Support service together with evidence of the compassionate or compelling circumstances in their application (i.e. a medical certificate or police report, etc.). Applications are assessed and approved by the Student Support Services.

Where a suspension of enrolment is granted, BLC will suspend the student's enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months the student shall have to re-apply once the initial suspension period has expired.

Students will be informed in writing of the outcome of their application for suspension and advised that it may affect their student visa. A student course variation is recorded in PRISMS. All relevant documentation for the suspension will be kept on the student's file.

Student initiated cancellation

Students wishing to cancel their enrolment should advise BLC as soon as possible and complete wherever possible an 'Application to defer, suspend or cancel enrolment' and submit to the Student Support Service.

Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a letter of offer from an alternative provider. This is required under Standard 7 of the ESOS National Code 2018 and further information can be gained from the 'Transfer between Providers Policy/Procedure'. Upon receipt of an application to cancel, a student course variation is noted in PRISMS without delay.

All relevant documentation for the cancellation will be kept on the students file.

Provider Initiated Deferral, Suspension or Cancellation of Enrolment

Provider Deferral

BLC may defer an enrolment where the course is not being offered at the proposed date, site, or any other reason the BLC deems necessary.

In this unlikely event, the refund provisions for provider default apply.

Provider Suspension

Where a student has been identified as having breached BLC's code of conduct, the CEO shall be informed as soon as practicable. All of the facts and evidence associated with the alleged misdemeanour or misbehaviour must be presented to the CEO for due consideration.

The CEO is responsible for deciding whether there has been a breach on the basis of the evidence presented and for deciding the ensuing penalty (i.e. suspension or cancellation of enrolment). The CEO may take into account the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

Students will be advised in writing of the decision. The letter should also advise students that before the decision to suspend enrolment is implemented, they have 20 working days to access BLC's Complaints and Appeals procedure if they feel that the decision is unfair, or they have other grounds to appeal the decision. A student course variation must be notified in PRISMS. All relevant documentation must be retained securely and confidentially on the student's file.

Provider Cancellation

In some cases where the student's misconduct is severe (as defined in the policy above), BLC has the right to cancel the student's enrolment.

Where the CEO has decided the misconduct is severe enough for cancellation the following must occur:

- The student must be informed in person (where possible), and in writing of the decision of the BLC to cancel the student's enrolment.
- They must be informed of the fact that they have the right to appeal the decision by accessing the relevant procedures and completing this appeal within 20 working days of the written notification
- No action will be taken until the internal and external appeals process has been finalized or if the student has failed to initiate an appeal within 20 working days.
- Students must also be informed that if BLC notifies Home Affairs of the cancellation, their student visa may be affected.
- Once the appeals processes are finalized and the decision to cancel is upheld, BLC must inform Home Affairs through PRISMS of the intention to cancel the student's enrolment.

All copies of relevant documentation must be retained securely on the student's file.

Please refer to our Deferral Suspension and Cancellation Policy at www.bluelotus.edu.au for details.

Student complaints and appeals

BLC 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 dissatisfied with the outcome may launch an internal appeal. If dissatisfied with the outcome, the student may request mediation through the Overseas Student Ombudsman. Please refer to a detailed complaints and appeals procedure in this handbook. Alternatively, it can be obtained from Student Support Service or viewed at www.bluelotus.edu.au

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 at 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 enrol while in Australia.

Access and equity policy

The College Code of Practice includes an Access and Equity policy. It is the responsibility of all 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

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
- Equal Opportunity Tasmania www.equalopportunity.tas.gov.au
- VET Quality Framework www.asqa.gov.au
- Education Services for Overseas Students Act 2000 www.bluelotus.edu.au/esos-framework
- Department of Home Affairs www.homeaffairs.gov.au
- Education and Training Reform Act: 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 the College and students may request corrections to information that is incorrect or out of date. Apply in writing to the Student Administration 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 review the Privacy Policy and Procedure at www.bluelotus.edu.au

Please also refer to the BLC Privacy Statement in this Handbook.

Fees and Payment

Payment of Tuition Fees

- a. The initial tuition fee, enrolment fee, textbook and material fee (if applicable) as stated in the offer letter must be paid in advance before the commencement of the course for confirmation of enrolment at College.
- b. College may require students to pay up to 50% of the student's total tuition fee for a course before the student begins the course unless the course duration is 25 weeks or less.
- c. Any remaining tuition fees can be paid through payment plan or as stated in the Letter of Offer and Student Agreement.
- d. Student must pay full tuition for each term by due date or as specified in the invoices unless any other payment plan/arrangement is agreed with the College.
- e. A late payment of fee of \$100 will be applicable to students who do not pay the tuition fee by due date as specified in the invoice.
- f. Tuition fees are payable to College by a bank draft or telegraphic transfer (or other approved payment options) in Australian dollars made payable to college.
- g. Student must pay their fee directly to College and BLC does not accept liability for any fees paid to an agent or third party in relation to an application for enrolment and tuition fees.
- h. If the student tuition fee is outstanding after the due date or any date mentioned in the invoice, a Final Notice and/or email will be issued within two weeks of the original invoice due date.
- i. If a student fails to make the payment of the outstanding fees even after a final notice and/or email, their enrolment will be suspended. The suspension of Enrolment will cause following restrictions to apply:
 - i. Loss of access to the college library service, learning management system, classroom, computer system including internet and others
 - ii. Loss of access to enrolment records, results and academic certificates
 - iii. Inability to attend any classes where this may result in students having to repeat missed work and/units.
- j. If Student with suspended enrolment make no further payment or do not contact the college concerning their debt, their enrolment may be cancelled.
- k. An additional fee is applicable when:
 - i. students have to undergo reassessment after two additional attempts. (reassessment fee)
 - ii. students have to repeat a subject (unit fee)
- l. Students who enrol in additional courses will be required to pay a separate Tuition fee as specified for the course.
- m. The tuition fee charged to the student will remain the same provided the student remains enrolled in the same course. If the student transfers the course a tuition fee for the transferred course will apply.
- n. If the student's visa status changes (e.g. becomes a temporary or permanent resident), the student will continue to pay full overseas student fees for the duration of the enrolled program.

- o. The college reserves the right to engage any third party to recover any outstanding fees payable to the College. The cost to the College of engaging a third party to recover such outstanding fees will be charged to the student.

Fee Schedule

The table below lists a Schedule of Fees charged by BLC to students where applicable.

Fee type	Amount*
Enrolment fees (non-refundable)	A\$200
Course Material fee	A\$300
Overseas Student Health Cover (OSHC)	A\$ 536 per annum (for singles) approx.
Unit Repeat fee *	A\$300
RPL Fee *	Subject to qualifications and units
Bank Transfer Fee	A\$30
Airport pickup	A\$100
Reassessment Fee *	\$100
Late payment fee	\$100

*Fees are subject to change without notice. Please contact student administration for updated fees and charges. For all courses, course material fees include textbook and printed material costs only. Reassessment Fee will be applicable only after 3 attempts.

Fees Refund

Course Withdrawal

- I. Where written notice of withdrawal is received by the college 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 college at less than **8 weeks before the agreed start date** of the course or term, the Institute will refund the 80% of fee paid will be provided.
- III. Where the student defaults, including withdrawing from a course, after the course/term start date, student are liable to pay full tuition fee and there will be no refund of paid tuition fees.
- IV. Any debts to the college 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 college.
- VI. The college 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. misbehaviour 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 47E (4).

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

The amount of unspent pre-paid fees that the provider must refund the student for the purpose of subsection 47E(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.

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 apply 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 document 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 2000.

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 are be made in the Australian currency where by student will receive refund amount equivalent to Australian Dollar exchange rate on the date of transfer.

For more details, please refer to the Fee and Refund policy on the College's website at www.bluelotus.edu.au

Please refer to course refund table below for details:

BLC Course fee refund table			
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	Refund of unused portion of tuition fees for future terms	No refund	No refund

Regulator			
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%	100%
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

Tuition Protection Services

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees.

In the unlikely event your education provider is unable to deliver a course you have paid for and does not meet their obligations to either offer you an alternative course that you accept or pay you a refund of your unspent prepaid tuition fees (this is called a provider's 'default obligations'), the TPS will assist you in finding an alternative course or to get a refund if a suitable alternative is not found.

Please find more information about TPS at <https://tps.gov.au>

BLC will participate in the Tuition Protection Service to protect the fees of international students.

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 <https://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

Please refer to the website of SMSC for further details.

<https://www.studymelbourne.vic.gov.au/help-and-support/study-melbourne-student-centre>

Support Staff

For a list of current support staffs and their roles and contacts, please see one of our friendly student support service officers at reception.

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 issue related to classrooms or IT Labs and LMS related issues.

Reception

Our reception is open to assist Students from 8:30am to 9:30pm Monday to Saturday, and 8:30am to 4pm on Sundays. The reception will be open after hours (i.e. after 5 pm) and on the weekends (i.e. Saturday and Sunday) only if there are classes on the week end and in the evening.

Induction

Induction is conducted prior to the commencement of the course. Its purpose is to fully inform new learners of most aspects of life at the BLC and to provide an introduction about their course requirements and obligations and expectations. In addition, you will be introduced to the BLC staff and 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 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 goal 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
- Any other issues

Critical Incident

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 main 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

Please contact our Critical Incident Officer, **Sami Byanju** on (03) 9349 2513 from 8:30 am to 5:30 pm (during business hours) or Call 0412 959 680 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 for services near you

- The National Translating and Interpreting Service: 131 450
- Lifeline 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
- Study in Australia: www.studyinaustralia.gov.au
- Youth Central: www.youthcentral.vic.gov.au

Places of Worship

- Churches: www.australianchurches.net
- Mosques : www.living-in-melbourne.com/muslims-mosques-in-melbourne.html
- Temples Australia: 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:

- Men 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 Support	admin@bluelotus.edu.au Ph: (03) 9349 2513	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>Following are the some of the key responsibilities:</p> <ul style="list-style-type: none"> ▪ Pre-enrolment & post enrolment activities. ▪ Manage all Student Registration / Enrolment Academic & graduation records ▪ Attending to student enquiries and client services ▪ Provide support and relief for students ▪ Course orientation information and timetables ▪ Student attendance monitoring and reporting ▪ Reception & General Administration Support ▪ Request Library resources ▪ Provide support regrading academic. ▪ Personal or any other support assistance. ▪ Arrange professional counselling and other external services requested for support. ▪ Complaints and appeals ▪ Suspension deferment or cancellation requests ▪ Transfer requests ▪ Legal assistance ▪ Airport pick assistance

Student Handbook

Staff	Contact details	What assistance they can provide
		<ul style="list-style-type: none"> Finding Accommodation assistance
Counselling support officer	admin@bluelotus.edu.au Ph: (03) 9349 2513	To arrange counselling service for Students Assist to find right help for any personal issues e.g. stress, anxiety etc.
Marketing Officer	marketing@bluelotus.edu.au Ph: (03) 9349 2513	Will provide support and assistance with marketing and agent related queries.
Critical Incident Officer	admin@bluelotus.edu.au 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	admin@bluelotus.edu.au Ph: (03) 9349 2513	First aid assistance Student safety concern Reporting any hazards or incidents
Accommodation and health support officer	admin@bluelotus.edu.au Ph: (03) 9349 2513	Assistance in findings accommodation Medical assistance
IT Support Officer	itsupport@bluelotus.edu.au 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.

Staff	Contact details	What assistance they can provide
Accounts Officer & HR	accounts@bluelotus.edu.au Ph: (03) 9349 2513	Queries regarding fees and payment terms.
Coordinator	Ph: (03) 9349 2513	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

Complaints and Appeals Policy and Procedures

1. 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.

2. Scope

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

3. 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.

4. 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.

5. 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.

2.1 General Complaints

2.1.1 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 Administration Department, which can be used to Lodge the complaint. Student Support Officer can assist with the filling Complaint Form. Complaints are to include the following information:

- Submission of complaint
- Name of complainant date;
- Nature of complaint;
- Date of the event which lead to the complaint
- Attachments (if applicable);

2.1.2 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.

- 2.1.3 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.
- 2.1.4 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.
- 2.1.5 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.)
- 2.1.6 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.
- 2.1.7 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.
- 2.1.8 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.
- 2.1.9 Where a decision or outcome is in favour of the student, BLC shall follow the required action to satisfy the student's complaint immediately.
- 2.1.10 In case of complaints received from a student, BLC will maintain student's enrolment, throughout the complaint process.

2.2 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.
- 2.2.1 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.

- 2.2.2 The Student Services Manager shall organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- 2.2.3 The process for all formally lodged appeals will begin within 10 working days of the appeal being lodged.
- 2.2.4 Where an appeal has been lodged it will be defined into one of the following categories and the appropriate procedures followed:

2.3 General appeals

- 2.3.1 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.
- 2.3.2 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'.
- 2.3.3 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.
- 2.3.4 The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- 2.3.5 Where a decision or outcome is in favour of the student, BLC shall follow the required action to satisfy the student's complaint immediately.

2.4 Assessment appeals

- 2.4.1 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 re-assessment outlining the reasons why assessment was or was not granted.
- 2.4.2 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 administration department and the appeal shall be entered into the 'complaints and appeals register'.
- 2.4.3 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.

- 2.4.4 The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- 2.4.5 Where a decision or outcome is in favour of the student, BLC shall follow the required action to satisfy the student's complaint immediately.
- 2.5 Appealing decisions to report breach of VISA requirements**
- 2.5.1 Where a student wishes to appeal the decision of BLC to notify 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.
- 2.5.2 The appeal shall be lodged with Student Support Services department including details of the reasons for the outcome; and
- 2.5.3 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.)
- 2.5.4 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.
- 2.5.5 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.

- 2.5.6 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.
- 2.5.7 The student shall be notified in writing of the outcome and the 'complaints and appeals register' updated.
- 2.5.8 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 this 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
Email	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 or call 1300 362 072

Privacy Statement

Your privacy is important to us and all the personal & private information collected about you will be treated as confidential. Information is collected in order to meet our obligations under the ESOS Act 2000, and the National Code 2018, and to ensure student compliance with the conditions of their visa and their obligations under Australian immigration laws generally. The authority to collect this information is contained in the ESOS Act 2000, the ESOS Regulations 2001 and the National Code 2018. Information collected about you on this form and during your enrolment will be provided, in certain circumstances, to the Australian Government and designated authorities and the Tuition Protection Service (TPS) director. In other instances, information collected on this form or during your enrolment can be disclosed without your consent where the College is authorised or required by law to do so. You can access information collected from you on this form and during your enrolment by contacting Student Administration at the College. Under the Data Provision Requirements 2012, BLC required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained during enrolment, USI and your training activity data) may be used or disclosed by BLC for statistical, regulatory and research purposes. BLC may disclose your personal information for these purposes to third parties, including:

- Employer – if you are enrolled in training for industry placement Commonwealth and State or Territory government departments and authorised agencies;
- NCVER;
- Organisations conducting student surveys; and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

Student may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.

Please refer BLC privacy policy for more information and visit information on The Office of the Australian Information Commissioner (OAIC) at: <https://www.oaic.gov.au/>

BLC Policies and Procedures

Students have access to all relevant administrative and academic policy and procedures. They are published on our website www.bluelotus.edu.au/policies or they are available from the Student Administration.

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 handbook 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.

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 taxicabs 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 airport and there is designated pick up place available outside airport for Uber customers. You need to download 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 phonecards. 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

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

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 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

www.domain.com.au

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

Minimum Cost of Living

The Department of Home Affairs has financial requirements you must meet in order to receive a student visa for Australia. From 23rd October 2019 the 12-month living cost is:

For a primary applicant: \$21,041

For a spouse or de facto partner of the primary applicant: \$7,362

For a dependent child: \$3,152

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

The Australian Government provides information and guidance on managing your finances. You can read more at www.moneysmart.gov.au (opens in a new window)

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

Living in Melbourne

Melbourne

Melbourne is the capital city of the State of Victoria. It is situated on the banks of 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.

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 the usual bars and clubs. Melbourne is Australia's festival capital, with free events held in city and 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. 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. Myki Money Daily fare: \$8.80. For more information about metropolitan fares, visit: <https://www.ptv.vic.gov.au/tickets/fares/metropolitan/fares/>

Cost of Living

See 'Living in Australia'.

Disclaimer: Information contained in this Student Handbook is current at the time of printing and is subject to change. Please refer to information published on website <http://www.bluelotus.edu.au/> for the most current information or speak to BLC student administration. Learners are encouraged to get more information from the National Training Register at 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 <http://www.bluelotus.edu.au/>