**2013 STUDENT PRE-ENROLMENT INFORMATION PACK**

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**1. COLLEGE LOCATION**

Sun Pacific College is located in tropical north Queensland 20km north of the city of Cairns. Our new campus is a purpose-built international college campus at Kewarra Beach. It is an ideal place to study and experience the best that tropical Far North Queensland has to offer. The campus is within walking distance of the beach, local shops and transport links. Students studying at Sun Pacific College have the benefit of, accommodation on site, 25m heated swimming pool, basketball court, tennis court, modern computer facilities and a gym. Other facilities include spacious classrooms, a large office/reception area, recreation/common areas. Meals are available for residential students. Public transport stops conveniently close to the college. The College is approximately 30 minutes by car and 50 minutes by bus (Sun Bus) from Cairns city centre.

With a population of about 160,000, Cairns is a vibrant city of diverse nationalities and is popular with domestic and international tourists who are attracted to the nearby World Heritage listed rainforests and the Great Barrier Reef. Cairns is well known as a relaxing and friendly city, making it an ideal place to combine study and leisure.

1. **COURSE INFORMATION**

**Who can enrol?**

* Students under 18 (on a tourist visa or student visa)
* Students over 18 (on a working holiday, tourist or student visa)
* Minimum 4 years of secondary schooling or its equivalent is required
* Previous study of English is not necessary

**FULL IMMERSION and INTENSIVE GENERAL ENGLISH - SAMPLE TIMETABLE**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Time | Mon | Tue | Wed | Thu | | Fri |
|  | 8:00 - | Classrooms open students can access the homework feedback sheets | | | | | |
| Period A | 8:20 – 9:20 | Elective Class  For Full Immersion Course Students   * Skills for Fluency * Skills for Examinations * Skills for Academic English | | | | | For All students |
| 8:20-9:20 Weekly Progress Assessment |
|  | Break | Break | | | | |  |
| Period B | 9:30 – 10:10 | **Home room / General Course Classes**  For Full Immersion and Intensive General English Course Students   * Course book based work: Daily pronunciation and speaking practice plus text book study including listening, reading, writing grammar and vocabulary activities | | | | | |
|  | Break |
| Period C | 10:20–11:00 |
|  | Break | Break | | | | | |
| Period D | 11:10-11:50 | **Reading and Writing Classes**  For Intensive and Full Immersion Course Students   * Journal review and writing, Vocabulary and Writing skills, * Active reading program | | | | | |
|  | Break |
| Period E | 12:00-12:40 |
|  | Break | Lunch | | | | | |
| Period F | 13:25-14:05 | **Speaking and Listening Classes**  For Intensive and Full Immersion Course Students   * Pronunciation and speaking including:- drama, role play, discussion, public speaking, film making | | | | | |
| Break |
| Period G | 14:10-14-50 |
|  | Break |  | | | | | |
|  | 15:00- | For All students | **1 on 1(3 hours per week)**  For Full Immersion students or optional extra | | | For All students | |
|  |  | 15:00-16:00  Alternative Weekly Progress Assessment | 15:00-18:00  121 lessons | | | 15:00-  Activities   * Tennis, Basketball, Swimming pool | |

**LEVELS & STUDY LENGTH**

* Elementary to Advanced levels
* All English courses are based on 12-week cycles
* Minimum length of study is 1 week

**PROGRAMS & HOURS**

**Full Immersion + 121**

* 34 classes, 24 hours per week face to face teaching
* 2 hours of 121 (one-to-one) lessons with an English tutor
* 1 hour of activities - optional

**Full Immersion**

* 30 classes, 24 hours per week face to face teaching
* 1 hour of activities – optional

**Intensive General English program + 121**

* 30 classes, 20 hours per week face to face teaching
* 2 hours of 121 lessons with an English tutor
* 1 hour of activities – optional

**Intensive General English program**

* 30 classes, 20 hours per week face to face teaching
* 1 hour of activities – optional

**COURSE CONTENT**

**Morning Class – Full Immersion 8:20-9:20 - Choose from three Options**

**Skills for Fluency**

* Elementary to Intermediate levels
* Aim is to give all students techniques and skills to improve their abilities in speaking, listening, reading and writing ability

**Skills for Examinations**

* Pre-Intermediate to Intermediate levels
* The course book based program prepares students for examinations including IELTS and TOEIC.
* Extensive exam practice including full practice exams

**Skills for Academic English**

* Upper-Intermediate and Advanced levels
* Aim is to challenge students to achieve higher English proficiency required for further academic study
* Focus is on Reading, Writing and Communication skills
* An ideal starting point for IELTS or iBT TOEFL exam preparation

**Morning and Afternoon classes - Intensive General English and Full Immersion - 9:30-onwards**

* Teachers use a course book for this class.
* Special focus on daily pronunciation and speaking practice.
* Also includes comprehensive listening, reading and writing as well as grammar and vocabulary.

**Activities (Optional)**

* Join in the activities program which includes drama and song club, conversation public speaking, watching a movie, sporting activities, board games, BBQs or shared lunches.

**121 Program**

* Unique program in addition to regular morning and afternoon program 1 2 1 (One to One)lessons with a tutor twice per week for one hour
* Gives students extra conversation opportunities and English language support
* Program can be tailor made to meet individual’s needs.

**Teaching Materials**

* Sun Pacific College uses the latest internationally recognised course text books and reference materials including online resources and teacher produced materials
* Students gain extra practice from the College stock of student workbooks, worksheets and self study reading, listening, grammar, vocabulary, English exam preparation and other learning materials.

**Teaching methods**

* We use communicative, learner-centred interactive teaching methods informed by recent academic research.
* Students are encouraged to become actively involved in their own learning and to make the most of the English-speaking environment around them.
* Instructional activities are varied to cater for individual learning strategies and styles as well as to improve both receptive (listening and reading) and productive (writing and speaking) skills. Often a student's individual skills vary by a great amount, for example, their speaking may be much better than their grammar. In this case the student can attend different levels in the morning and afternoon classes.
* Grouping strategies are also varied (for example individual, pair work, small group work) to stimulate learner interaction and contribution.
* Daily revision and homework activities are assigned to help consolidate language learning and to encourage autonomous learning.

**Assessment Methods**

* Students aretested on arrival and placed in an appropriate class for their English level.
* Students are given short weekly progress tests and 3 comprehensive tests in the 12-week program.
* Promotion to the next proficiency level depends on satisfactory performance in these tests. A teacher can recommend a challenge "Level Up " test. This is a short, proficiency level test for promotion tohe next level..
* On completion of their course, students are given a certificate which details their final English proficiency level as well as the length of their study program.
* In order to encourage maximum progress in their studies, students are required to attend 80% of the time. If their attendance falls below this percentage they will **not** receive a graduation certificate.

**Facilities and Learning Equipment**

* All classrooms are air-conditioned and equipped with suitable furniture, a whiteboard, desks and chairs and CD/audio player.
* The computer room can be used before and after classes and during breaks for self-study or for free personal emailing or internet browsing.
* Teachers use DVD/video facilities as required within the teaching program.
* For students who do not live on campus there are facilities available in the restaurant so that they can bring and prepare their own lunch. The facilities include a sink, micro-waves, kettle and refrigerator.

There are student common/recreation areas for general student use, for student meetings and graduation ceremonies.

**Welfare and Academic Support**

Sun Pacific College provides the following services for students:

* A 24-hour phone emergency support service is available to all students.
* During office hours students can meet at any time with Sun Pacific College staff to discuss general matters
* A private meeting can be booked with the Student Counsellor or a Bilingual staff person.
* The Director of Studies is also available to students for academic counseling

**CAMBRIDGE EXAMINATION PREPARATION: CAE & FCE**

Sun Pacific College is introducing the Cambridge Courses in 2013. Features of these courses are:

* Live on campus together with other course members
* Study as a team in an English only environment
* Flexible enrolment from 5 – 12 weeks
* Latest teaching materials, and tablet technology
* Group excursions and organized activities

First Certificate of English (FCE): For students of an Intermediate or Upper-Intermediate Level

Certificate of Advanced English (CAE): For students of an Upper-Intermediate or Advanced Level

**OTHER COURSES OFFERED (not available for holders of student visas)**

**English and Diving**

This two-week package consists of one week of English study (either Intensive General or Full Immersion) as well as a 3 or 4-day open water PADI diving course. Students can choose either Sun Pacific College Dormitory at Kewarra Beach or Homestay.

**Junior Program**

This is an integrated program of English study and activities for high school aged students. Program length is between 1 and 6 weeks.

**Study Tours**

Sun Pacific College can cater for closed class or integrated group tours. Programs can be tailor made for the specific needs of the group. Please enquire at the College for more details and sample itineraries.

**3. ACCOMMODATION OPTIONS AT SUN PACIFIC COLLEGE**

**Student Residence – Kewarra Beach**

Sun Pacific College has the perfect accommodation for those planning to study in Tropical North Queensland. The residence is located in Kewarra Beach, one of the most beautiful and relaxing spots in the Northern Beaches of Cairns. The residences are 50 meters from the teaching rooms.

The residence offers two types of accommodations 2 bed and 4 bed shared rooms. Shared facilities include large kitchens, refrigerators, a coin laundry, outside drying area, shower and toilet facilities. The residence is inside a 3 acre dedicated educational facility which is secure and well maintained.

Many activities are conveniently on site – the lodge has a 25m heated swimming pool, a tennis court and a basketball court. Internet access is available in a well-equipped, air-conditioned computer suite (conditions of access time apply).

During your stay at the student residence you can prepare your meals in your own kitchen. Alternatively, for an additional cost, our in-house chef will prepare 3 meals every day for you at the restaurant on the premises. Homestay or share house students can access the restaurant for a weekly charge.

**Important Note**

* **Sun Pacific College campus is a strictly alcohol free zone.**
* **Smoking is prohibited except in one designated area.**
* **In Australia, smoking by people under 18 is prohibited by law.**

**Homestay**

Living with an Australian family is a tried and tested way to learn English and really experience Australian life. Sun Pacific College has a comprehensive list of quality local host families.   
  
Our Accommodation Officer makes an initial visit to the host family’s home and then follows up with regular inspections. Sun Pacific College ensures all host families and their homes are of high quality.

Our criteria for selecting host families is based above all on the level of care and hospitality that the family displays to the student. Other factors such as the safety of the area, the proximity to public transport services, house security, cleanliness and family members’ occupations, hobbies and interests are also considered.

**Share House**

For those students who really would like to experience life with young Australians, we recommend living in a share house. Sun Pacific College staff can assist with any questions students may have about finding a share house.

**4. ACTIVITIES**

Sun Pacific College provides access to organised weekend activities for students. Reef trips, rainforest tours, overnight camping, and outback tours are offered at discounted rates to students. Cairns is surrounded by magnificent natural attractions that are available for free so students can easily visit them with their classmates.

**5. WORK EXPERIENCE AND VOLUNTEER WORK**

We support students who would like to gain experience working in Australia, either paid or unpaid.   
Subject to availability, we can help students to organise volunteer work experience or visits, for example farm stay or child care.

**6. SUN PACIFIC COLLEGE FEES FOR 2013: SAMPLE**

**Recommended starting dates for 2013 (Mondays); 29th/January, 22nd/April, 15th/July, 08th/October, 30th/December**

**Public holidays: 01st/January, 28th /January, 29th/March, 30th/March, 1st/April, 6th/May, 19th/July, 7th/October, 25th/December**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **- Course Fees - Sample** | | | **- Accommodation & Meals Fees -** | | |
| Intensive General English 20hrs per week  (CRICOS CODE: 076512C) *18 and over* | | | 4 Share Dormitory with Meals\*  (21 meals per week) | | $170 / week  $35 extra night |
|  | 1-11 weeks | $280 / week | 2 Share Dormitory with Meals\*  (21 meals per week) | | $200 / week  $35 extra night |
|  | 12-23 weeks | $275 / week | \*: *3 meals every day.*  *Special diet by negotiation only*  *If no meals are required, accommodation cost will be reduced by $30/week* | |  |
|  | 24 – weeks | $270 / week | Homestay (under 18)  3 meals per day and daily transfer to school | | $280 / week |
| Full Immersion 24hrs per week  (CRICOS CODE: 076511D) *16 and over* | | | Homestay (18 and over)  2meals on weeks days and 3 meals on weekends | | $210 / week |
|  | 1-11 weeks | $330 / week | Lunch only   * $30 onshore application | | $20 on weekdays |
|  | 12-23 weeks | $300 / week | Christmas Supplement  (23/12-30/12) | | $90 |
|  | 24 – weeks | $270 / week |  | | |
| 121 (Private Lesson) twice a week, 1 hour for 1 lesson, 121 is only available for students who take Intensive or Full Immersion course. *16 and over* | | |  |  |  |
|  |  | $100 / week |  |  |  |
| **- Other Fee -** | | | | | |
| Enrolment (Including: welcome kit) | | | | | $250 |
| Material | | | | | $10 / week |
| Overseas Student Health Insurance (OSHC) | | | | | $40 / month |
| Supervision for under 18 | | | | | $30 / week |
| Telegraphic Transfer | | | | | $30 |
| Credit Card (Visa / Mastercard) | | | | | $3% |
| TOEIC Exam with Certificate | | | | | $210 |
| Homestay Placement (Under 18)  (Including: Airport pick up and drop off, daily transfer to school, and 3 meals per day) | | | | | $300 |
| Homestay Placement (18 and over)  (Including: Airport pick up, 2 meals on weekdays and 3 meals on weekends) | | | | | $200 |
| Dormitory Placement  (Including: Dorm kit, Free Airport pick up) | | | | | $300 |
| Combination Placement (18 and over)  (Including: Airport pick up and transfer to the second accommodation, Dorm kit) | | | | | $350 |
| Homestay Single Placement Guarantee Fee | | | | | $100 |
| Dormitory Deposit (Refundable when checking out) | | | | | $300 |
| Textbook purchase (Optional) | | | | | $60 |
| Note: Please inquire if you need airport drop off (host family drop off: $50) | | | | | |

\*All fees and charges must be paid in full to Sun Pacific College one week before the student's start date. Otherwise, the start date may be delayed.

**7. INDICATIVE COSTS OF LIVING IN CAIRNS**

Compared with other major cities in Australia, the cost of living in Cairns is reasonable. Shopping at the centrally located fruit, vegetable and food markets will ensure you buy fresh locally grown produce at very reasonable prices.

**Indicative living costs per week**

Rent for shared accommodation $A90-$A130

Food $A50-$A80

Electricity $A10

Public Bus $A35

Phone Calls $A15

Personal Shopping $A35

Entertainment $A25

**8. PATHWAY PROGRAMS - SUN PACIFIC COLLEGE TO TAFE**

Sun Pacific College has agreements with Tropical North Queensland TAFE (in Cairns – CRICOS Provider No 02012B) and Barrier Reef Institute of TAFE (in Townsville – CRICOS Provider No 02001E) for students to continue their study at Certificate or Diploma level at these colleges after finishing their English study at Sun Pacific College. No formal English testing is necessary although students will be required to be at an equivalent 5.5 IELTS level.

Please contact Sun Pacific College if you would like more details about this or other Sun Pacific College pathway programs.

**9. SUN PACIFIC COLLEGE REFUND POLICY AND GUARANTEE**

1. The enrolment and accommodation placement fees are not refundable.

2. Your tuition fees, OSHC fee and accommodation fees will be refunded if you cancel your course 14 or more days before the date of commencement of your initial course. Refund may not be immediate, and will be returned at a time suitable for Sun Pacific College.

3. If you cancel your course less than 14 days before the date of commencement of your course, no tuition fees will be refunded.

4. No refund will be given if you cancel your course on or after the date of commencement.

5. There is no refund for public holidays.

6. If you cancel your course because you were refused a student visa, all course fees and charges will be refunded as per sections 28-29 of the ESOS Act.

7. No refund of tuition fees will be made where your enrolment is cancelled for any of the following reasons;

i. Failure to maintain satisfactory course progress

ii. Failure to maintain satisfactory attendance

iii. Failure to maintain approved welfare and accommodation arrangements [if applicable]

iv. Failure to adhere to the discipline code of Sun Pacific College. This includes any behaviour that affects the security of other students, for example, inviting outsiders into SPC without permission, or possessing or consuming alcohol on the premises.

8. In the unlikely event that Sun Pacific College is unable to deliver your course in full, you will be offered a refund of all the course money you have paid to date. The refund will be paid to you within two weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Sun Pacific College at no extra cost to you. You have the right to choose whether you would prefer a full refund of course fees, 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 Sun Pacific College is unable to provide a refund or place you in an alternative course the Australian Government provides an International Student Tuition Protection Service, the TPS. This will provide a refund of the tuition fees for courses that you have not received or a partial refund for courses that you have partly received. The refund amount is calculated by the TPS Director.

9. Applications for refunds must be received by Sun Pacific College in writing, addressed to the Director, Sun Pacific College. If you enrolled through an education agent, the fees will be refunded to that agent.

This agreement, and the availability of complaints and appeals processes, does not circumscribe your right to pursue other legal remedies nor does this agreement remove your right to take action under Australia’s consumer protection laws.

If you are concerned about the actions of Sun Pacific College you may approach the State Authority for CRICOS Registration.  In Queensland this is the Department of Education.  The Director-General of the Department of Education has the power to suspend or cancel the college’s registration or a course if a breach of the requirements of registration provision is proved.  Concerns about the conduct of the college should be addressed to The Senior Education Officer, Office of Non-State Education, Queensland Department of Education, PO Box 15033, City East, Brisbane, QLD 4002.  Complaints must be made in writing.

**10. SUN PACIFIC COLLEGE CONDITIONS OF ENROLMENT**

The applicant;

♦ understands and accepts the terms of Sun Pacific College’s refund policy.

♦ understands that some courses require a prerequisite level of English language for entry.

♦ understands that s/he will be tested on commencement of the course and placed in a class at the appropriate

English language level.

♦ understands that s/he must complete all class work, assignments, activities and assessments in order to maintain satisfactory progress.

♦ understands that s/he must attend at least 80% of the course, and failing to do so will result in him/her being reported to the Australian Government (student visa holders only)

♦ understands that s/he must attend at least 80% of the course, and failing to do so will result in him/her not receiving a graduation certificate. If his/her attendance falls below 70 % he/she will be interviewed by the Director of Studies and given a verbal warning. If the low attendance continues the student’s course will be cancelled.

♦ understands that s/he must maintain approved welfare and accommodation arrangements [if applicable]

♦ understands that there cannot be a change of school during the course without a written letter of release from Sun Pacific College.

♦ has read the Sun Pacific College policies and agrees to abide by them.

♦ is aware that school-aged dependants accompanying him/her will be required to pay full fees at a private or government school in Australia.

♦ understands that information collected before and during enrolment is done to meet the College’s obligations under the ESOS Act and the National Code 2007 as well as ensuring student compliance with the conditions of their visas and their obligations under Australian immigration laws generally.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000 amended 2012, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. The information collected can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the International Student Tuition Protection Scheme (TPS) Fund Manager. In other instances information collected can be disclosed without consent where authorised or required by law.

This information may include personal and contact details, course enrolment details and changes, and circumstances of any suspected breach of a student visa condition.

♦ agrees that Sun Pacific College can share information about his/her course and progress with his/her parents and recruiting agent.

♦ acknowledges Sun Pacific College’s right to change its fees and conditions, cancel or defer courses, and to alter course timetables and class locations at any time without notice.

11. SUN PACIFIC COLLEGE DEFERRAL, SUSPENSION AND CANCELLATION POLICY

1. The decision to defer commencement of studies, suspend studies or cancel an enrolment will be made by the Director of Studies
2. Students wishing to defer the commencement of their studies or suspend their studies must apply to do so in writing to the college using the Sun Pacific College Deferral, Suspension and Cancellation Form.
3. The College may decide to accept an application from a student for deferral or commencement or suspension of study on the following grounds:
   * On medical grounds (a medical practitioner’s certificate indicating the student is unable to attend class is required); or
   * In exceptional compassionate circumstances beyond the student’s control, such as serious illness or death of a close family member (independent evidence of the exceptional circumstances is required);
4. The College may decide to suspend or cancel a student’s enrolment on its own initiative as a response to poor behaviour by the student, for example, under 18 year old students smoking, aggressive behaviour, refusing to follow the English only policy. Student poor behaviour will be deemed to have occurred if the student breaches the requirements of the Discipline Code.
5. Students must be informed that any deferral of commencement, suspension or cancellation of enrolment must be reported to DIAC and may affect the status of their student visa
6. If the College intends suspending or cancelling a student visa enrolment where it is not at the student’s request, the student must be informed in writing that they have 20 working days to appeal to the College. If the appeal is not upheld or the student withdraws from the appeal process then the College must report the student to DIAC. The suspension or cancelling of the student’s enrolment cannot take effect until the appeal process is completed unless there are extenuating circumstances relating to the student’s welfare
7. Student initiated deferral of commencement or suspension of enrolment cannot be granted retrospectively (after the event) or if it was taken by the student without authorisation
8. If students have taken unauthorised leave, they will be recorded as absent and will have their enrolment cancelled if their attendance falls below the College requirements. Student visa students will have their enrolment cancelled and will be reported to DIAC if their attendance falls below the College requirements.
9. All documents relating to a decision to defer commencement, suspend studies or cancel and enrolment must be retained in the student’s file for the duration of their enrolment plus two years.
10. If a student is unhappy with any stage of the process to defer commencement, suspend studies or cancel enrolment, they should follow the Sun Pacific College Complaints Procedure.

**12. SUN PACIFIC COLLEGE COMPLAINTS PROCEDURES**

**Educational Matters**

1. Talk to your class teacher
2. If the teacher cannot help***,*** talk to the Director of Studies, or the Senior Teacher.

**Accommodation Matters**

1. Talk to the landlord, real estate agent or your host family.
2. If they cannot help, talk to the staff in Reception.

**Administrative or Financial Matters**

Talk to Reception/Administration staff

**Other Matters**

Talk tothe Director of Studies, or Reception Staff. If any of the above staff cannot help, please make an appointment to speak with the Director, Mr Taka Kasahara

If you want to make an appointment to discuss any of the above matters, please go to reception to fill out an Appointment Booking Form.

If you want to make a written complaint, please go to reception and to fill out a Complaint Form

**Please note:**

* You may nominate a support person to accompany you at any stage of the dispute resolution process.
* The College staff are committed to helping all students with any problems fairly; however, if the dispute cannot be resolved internally, SPC will arrange for independent mediation with the following external agency:

***Cairns Dispute Resolution Centre***, Cairns Court House, Sheridan Street, Cairns QLD 4870

Ph: 40 398 742.

* Nothing in Sun Pacific College’s Dispute Resolution Policy negates the right of any overseas student to pursue other legal remedies.
* We repeat: if you are concerned about actions of this college you may approach the State Authority for CRICOS Registration. In Queensland this is the Department of Education. The Director-General of the Department of Education has the power to suspend or cancel the college’s registration of a course if a breach of the requirements of registration provision is proved. Concerns about the conduct of Sun Pacific College should be addressed to The Senior Education Officer, Office of Non-State Education, Queensland Department of Education, PO BOX 15033, City East, QLD 4002. Complaints must be made in writing.

**13. THE ESOS FRAMEWORK —providing quality education and protecting your rights**

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

**Protection for overseas students**

As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.deewr.gov.au CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course − including its location − match the information on CRICOS.

**Your rights**

The ESOS framework protects your rights, including:

* your right to receive, before enrolling, current and accurate information about the courses, fees modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
* your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
* your right to get the education you paid for. The ESOS framework includes consumer protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course.
* your right to know:
  1. -how to use your provider’s student support services;
  2. -who the contact officer or officers are for overseas students;
  3. -when your enrolment can be deferred, suspended or cancelled;
  4. -what your provider’s requirements are for satisfactory progress in the courses you study;
  5. -if attendance will be monitored for those courses;
  6. -what will happen if you want to change providers; and
  7. -how to use your provider’s complaints and appeals process

**Your responsibilities**

As an overseas student on a student visa, you have responsibilities to:

* satisfy your student visa conditions;
* maintain your Overseas Student Health Cover (OSHC) for the period of your stay;
* meet the terms of the written agreement with your provider;
* inform your provider if you change your address;
* maintain satisfactory course progress;
* if attendance is recorded for your course, follow your provider’s attendance policy; and
* if you are under 18, maintain your approved accommodation, support and general welfare arrangements

**Contact details**

|  |  |  |
| --- | --- | --- |
| **Who?** | **Why?** | **How?** |
| Your provider Sun Pacific College | For policies and procedures that affect you | Talk to your teacher, the Director of Studies or go to reception.  Go to our website. <http://www.sunpacificcollege.com.au> |
| Department of Education Science and Training (DEST) | For your ESOS rights and responsibilities | <http://www.aei.dest.gov.au/esos>  ESOS Helpline +61 2 6240 5069  Email esosmailbox@dest.gov.au |
| Department of Immigration and Citizenship (DIAC) | For visa matters | www.immi.gov.au  Phone 131 881 in Australia  Contact the DIAC office in your country. |

**The Overseas Student Ombudsman (for student visa holders)**

If you want to lodge an external appeal or complain about any decision, you can contact the Overseas Students Ombudsman.

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.

See the Overseas Students Ombudsman website [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.