



Sun Pacific College

# STUDENT HANDBOOK 2022

Sun Pacific College (SPC)

[CRICOS CODE:02748F]

[RTO Code: 41557]

**Sun Pacific College**  
[CRICOS Code: 02748F]  
[RTO Code: 41557]

**Info:**  
55-65 Poolwood Rd Kewarra Beach  
QLD 4879 Australia  
+61 7 4057 2100  
www.spcgroup.me  
wecare@spcgroup.me

**Agent Support**  
(Brazil)

happy2help@spcgroup.me

(Europe)

foreversummer@spcgroup.me

(Vietnam)

dreamcatcher@spcgroup.me

(Colombia)

guiame@spcgroup.me

(Japan)

hello2japan@spcgroup.me

# G'day mate!



As a new student, there are some information that we have to provide you in order to ensure your stay with us is pleasant and you can make the most of it. We strongly encourage you to take some time to plan exactly what you would like to achieve while you are here.

We hope you make the best of this opportunity to immerse yourself in both the language and our unique and diverse Australian blend of cultures.

It is a requirement of SPC that all new students will attend orientation. There is a lot of information for you to understand and consider as you move through your studies. Although this handbook will outline what you need to know, it is impossible to understand and remember everything. Please take time to read this handbook.

## Information about Sun Pacific College

**Address:** 55-65 Poolwood Road  
Kewarra Beach QLD 4879

**Phone:** +61 7 40572100

**Emergency number:** +61 412 590 696

**Email:** Student Services  
[concierge@spcgroup.me](mailto:concierge@spcgroup.me)

**Reception opening hours**  
Monday to Friday: 8am to 5pm

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SPC is closed on public holidays and for 1 week at the end of the year over the Christmas & New Year's period.

Public Holidays 2022 (Cairns)	
New Year's Day	Mon, 3 Jan 2022
Australia Day	Wed, 26 Jan 2022
Good Friday	Fri, 15 Apr 2022
Holy Saturday	Sat, 16 Apr 2022
Easter Sunday	Sun, 17 Apr 2022
Easter Monday	Mon, 18 Apr 2022
Anzac Day	Mon, 25 Apr 2022
Labour Day	Mon, 2 May 2022
Cairns Show	Fri, 15 July 2022
Queen's Birthday	Mon, 3 Oct 2022
Christmas Eve	Sat, 24 Dec 2022
Christmas Day	Sun, 25 Dec 2022
Christmas Holiday	26 – 2 Dec 2023 (No class for 1 week)



## International Student Support

Reception: +61 7 4057 2100

Emergency 24h student contact: +61 412 590 696

**For life-threatening emergencies, call 000**

## Feedback & Counselling

Students are encouraged to sign up for our weekly counselling service held on Friday afternoons by the Student Welfare Officer.

## Student Notice Boards

Check the academic noticeboard on Monday at 4 pm to find your classes and room numbers. The SPC noticeboard is used to display activities, share-accommodation, jobs and For Sale notices. Ask at Reception if you wish to display a message.

# Key Personnel

Student Services <a href="mailto:conciierge@spcgroup.me">conciierge@spcgroup.me</a>	<ul style="list-style-type: none"> <li>• Orientation</li> <li>• Financial advice</li> <li>• General Feedback</li> <li>• Enrolments</li> <li>• General counselling</li> <li>• Health care (OSHC)</li> <li>• Printing</li> </ul>
Accommodation / Activity Officer	<ul style="list-style-type: none"> <li>• Accommodation advice &amp; changes</li> <li>• Activities</li> </ul>
Campus Manager	<ul style="list-style-type: none"> <li>• Disability services</li> <li>• Health &amp; Safety issues</li> </ul>
Academic Manager	<ul style="list-style-type: none"> <li>• Academic counselling</li> <li>• Course changes</li> <li>• Holiday</li> <li>• Course feedback</li> <li>• Attendance and progress</li> </ul>
Sales/Operation Manager	<ul style="list-style-type: none"> <li>• Study plans</li> <li>• Course changes</li> <li>• Further study</li> <li>• Visa queries</li> </ul>
Class Teachers	<ul style="list-style-type: none"> <li>• Learning support</li> <li>• Homework assistance</li> </ul>

# Student Administration Info



## ID Cards

Student ID Cards will be ready the following day of your orientation.

## Refund & Cancellation Policy

See Appendix

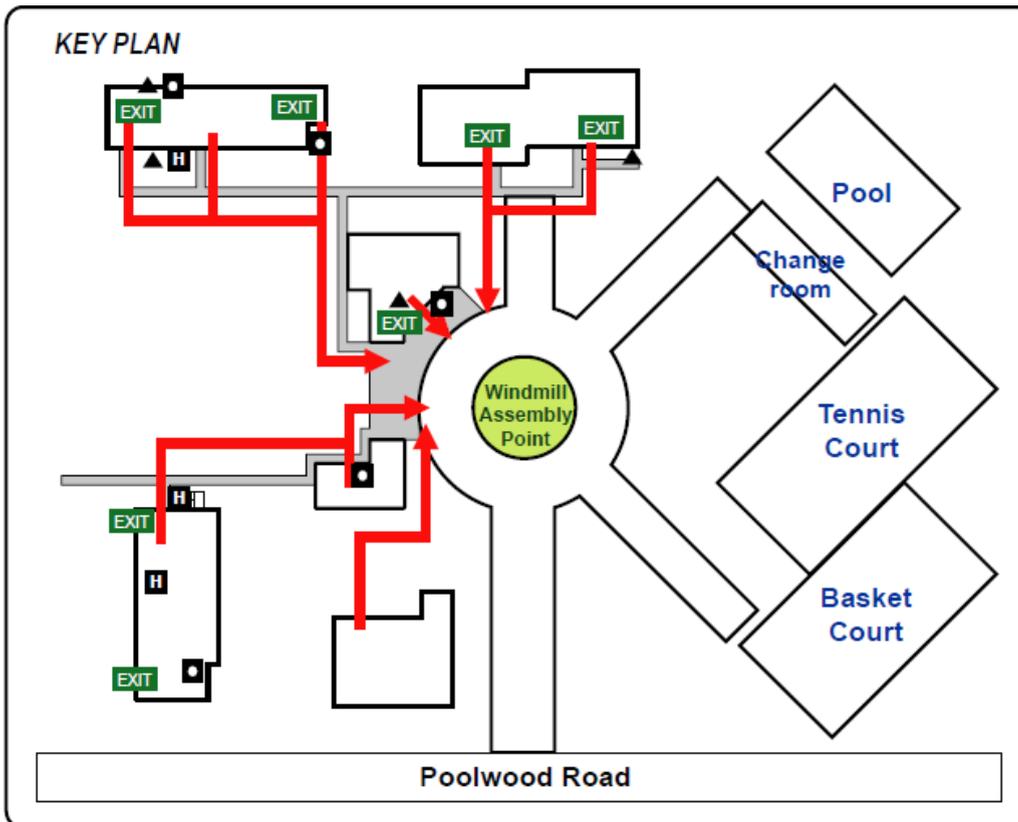
## Textbooks

The school will provide a textbook for your use during the class. Please do not write in the book. If you write in, damage or loss, you will be charged a fee.

# Health & Safety on Campus

## Fire

In the case of a fire, gather at the windmill area. Do not stand in front of the buildings. Find your teacher/class and get your name marked off the roll.



LEGEND	
Exit Sign	EXIT
Path of Travel	→
Fire hose reel	H
Fire Extinguisher	▲
Break Glass Alarm	■

EVACUATION PROCEDURE	
<b>R</b>	<b>- REMOVE PEOPLE</b> from immediate danger Do Not block exits & exit routes
<b>A</b>	<b>- ALERT-RAISE AN ALARM</b> Advise Chief Warden / Management Dial 000
<b>C</b>	<b>- CONTAIN FIRE AND SMOKE</b> Select & use correct extinguisher Close doors & windows to contain fire / smoke
<b>E</b>	<b>- EVACUATE</b> Use fire stairs / exit. Take others with you. proceed to main assembly area

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## Health & Safety in Australia

Please be aware that we are concerned about your safety while you are studying here. You must never receive lifts from strangers or walk around alone at night. If you have to catch buses at night, it is good to walk to the bus stop with someone else, in well-lit areas as much as possible. If you feel threatened in any way, by anyone, please tell someone such as your teacher or staff members.

### Think Before

The following website shows you a short YouTube video of some of the dangers of being an international student. Please take the time to watch it. It is fun and informative. [www.thinkbefore.com](http://www.thinkbefore.com)

### Culture Shock

It is usual for students to feel isolated and lonely at times after coming to Australia, especially on arrival and around times that are celebrations in your home country. Besides, you may be concerned about family members or friends and in English, we call this culture shock. If you are feeling sad or alone, you can talk to your teacher or staff members, remember we are here to help.

### Alcohol

In Australia, alcoholic drinks are sold in licensed liquor shops, restaurants, and bars. No drinking in public places. You can't drink alcohol in a public place in Queensland, unless the area is a licensed premises or is declared as a 'wet area'. You can be issued with an on-the-spot fine of \$400\* (under 18) or \$133\* (18 years and over) for drinking alcohol in a public place. Public places includes beaches, parks and the streets.

### Queensland Tobacco Laws

Since 1 January 2005, it is illegal to smoke anywhere within 5 meters of a non-residential building entrance, anywhere inside pubs, clubs, restaurants and workplaces, in commercial outdoor eating or drinking areas, in outdoor public places such as patrolled beaches, near children's playground equipment and in major sport stadiums.

\$276 on-the-spot fine may be issued to anyone found smoking in the no-smoking zones. Therefore, if you would like to smoke in public, make sure you are 5 meters away from any entrance and not blocking the footpath. In SPC campus, designated smoking area is available.

### Beach Safety

- Always swim or surf at the beach patrolled by lifesavers. Swim between the red and yellow flags marked on the beach.
- Always swim under supervision or with a friend.
- Read and obey the signs.
- If you are unsure of the conditions, ask a lifesaver.
- Don't swim directly after a meal.
- Don't swim under the influence of alcohol or drugs.
- Don't run and dive in the water.
- Conditions change regularly, so check before you enter the water.
- Stick your hand up for help
- if you get in trouble in the water, stay calm, and raise your arm to signal for help.
- If you get into trouble, float with a rip current or under tow. Do not swim against it.

# Student Administration Info

## Sun Safety

Australia has the highest rate of skin cancer in the world.

You can reduce your risk of skin cancer and protect your skin by following six simple steps:

1. Minimise your time in the sun between 10am and 3pm.
2. Seek shade.
3. Wear suitable clothing that provides good sun protection.
4. Choose a broad, brim hat that will protect your face, neck and ears.
5. Wear UV protection sunglasses.
6. Apply 30+ broad spectrum, water-resistant sunscreen 20 minutes before you go out under the sun.

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## Wi-fi

You will be given a Wi-Fi password on your orientation/ arrival day. Please use the internet respectfully.

## Activity Calendar

SPC provides regular extra activities both social and academic. Check the calendar at the reception and on Facebook and sign up. This is a great way to get to know the area, new people, practice your English and stay healthy and stress-free.

## Expectations

At SPC we expect all students to follow the rules and treat each other with respect. As a result, we are confident that your English will improve.

# Teaching & Learning in Australia

Teaching techniques at SPC may be very different from the way you were taught in other countries, and this often comes as a surprise to some students. When learning a language, it is important to make mistakes. We learn by making mistakes, so don't be afraid to try.

## Keys to Academic Success

**SPC's homework policy** helps you to achieve maximum progress in the short time you are here. Successful completion of nightly homework allows us to monitor not only your English progress but also your level of effort.

## -English ONLY

is a requirement of the college. It is implemented to allow you to have a full immersion English experience. You may find it difficult in the first few days but keep an open mind and you will learn to love it. Speaking your mother language is ONLY permitted in the Tree House, behind the basketball court and ONLY when you are alone speaking to family back home on your phone.

## Agent Support



Under the National Code 2018, SPC's obligation to ensure the safety and well-being of an international student enrolled in an SPC program is important. SPC has a commitment to procedural fairness regarding a person's rights, interests or legitimate expectations unless there are exceptional circumstances.

The following is a summary of the key responsibilities for students.

## Academic Performance

- SPC will monitor the student's performance and inform the Department of Immigration and Border Protection (DIBP) if the student's results are not satisfactory.

At SPC we believe it is important for staff and students to be respectful and courteous with each other. We do not accept bad behaviour, verbal or physical abuse or sexual or racial harassment. Students with unacceptable conduct may be excluded from attending class.

## SPC Rules

1. English only at SPC
2. Minimum 80% attendance
3. No alcohol on campus
4. Do not enter other people's room (Do not invite other people to your room)
4. Respect our neighbours

## No Smoking

Smoking is only permitted in the designated smoking area.

## No Alcohol

No alcohol is allowed to be consumed or brought onto the campus.

## Report all incidents, accidents & hazards

If you have or see somebody have an accident, please report it to the Administration or a member of staff.

If you see something that is dangerous and might cause an accident, please report it to the Administration or a staff member.

## Agent Support

# Course Structure



SPC runs classes on a continuous basis. The duration of a cycle is 12 weeks, but you may enter at any point within this period. The General English course is 20 hours per week.

## Assessment

Weekly assessment occurs on Friday.

Mid-course end-of-course assessments occur on the Mondays of weeks 1 and 7. You will be tested on the past 6 weeks' vocabulary and grammar. In addition, your speaking and listening ability will be assessed.

Movement to a higher-level class will depend on your test scores, attendance, attitude, homework, quality and individual circumstances.

Your movement to a higher-level class will be decided by the academic manager. If you are not satisfied with the outcome of your assessment, follow the Complaint Procedure in this handbook.

## Homework

Homework at SPC is compulsory. You will complete an average of 2 hours of homework every day, including:

### Writing in your SPC Notebook

You have to write 1 full page - ALL parts of the page must be completed.

### Graded Reading

We encourage students to borrow a minimum 1 book per week. After you complete the reader, write a summary in the SPC Journal.

### Class Homework

Your teacher will give you homework each day connected to what you study in class time.

### Agent Support

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## Attendance

All students at SPC must maintain a minimum attendance of 80%. If you have questions about your attendance, see the Academic Manager.

## International Student Visa Conditions

### Attendance

Student visas in Australia require that you meet the following condition:

- 8208 Meet Course Requirements: Must maintain satisfactory attendance

As a registered student at SPC you must maintain a minimum attendance of 80%

- If your attendance continues to be under 80%, SPC will report you to the Department of Immigration and Border Protection (DIBP). You have 21 working days to appeal our decision by attending all of your classes.

- The only exception to reporting your attendance to DIBP is if you have documentary evidence to show SPC that you have compassionate or compelling circumstances for your absence AND your attendance is at least 70%,

- If you are absent because of illness for 3 or more days, you must give us a doctor's certificate. If you are more than 5 minutes late for class without good reason, you will be marked absent and you will not be allowed to join the class until after the next class break.

If you wish to make an external appeal or complaint, you can contact the Commonwealth Ombudsman online <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or 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.

## Academic Progress

Students are required to complete all homework and tests and maintain 50% or above pass rate. If you have questions about our academic progress, see the Academic Manager at the Reception.

## Current Address Details

Students on an International Student Visa need to keep SPC informed of their home address in Australia, as the Department of Immigration and Border Protection (DIBP) will check these details with SPC if required. Please tell Student Services if you change your contact details.

### Agent Support

# Living in Cairns



## Immigration Department

General Enquiries: 131 881

Address: Ground Floor, 299 Adelaide St, Brisbane QLD 4000

Opening hours: Monday to Friday from 9am to 4pm

## Overseas Student Health Cover (OSHC)

Allianz: Enquiries and Claims: 13 67 42

## Visitor Information & Booking Centre

Queen Street Mall Enquiries: 3006 6200

## Information about living in Brisbane, jobs and accommodation

[www.ourbrisbane.com.au](http://www.ourbrisbane.com.au)

[www.realestate.com.au](http://www.realestate.com.au)

[www.seek.com.au](http://www.seek.com.au)

## Additional Services

Doctor – 2 Cottesloe Dr, Kewarra Beach QLD 4879– Phone: 07 4032 7500

Abortion Grief Counselling (do not refer for abortions) - 1300 139 313

Alcohol & Drug Information (24h counselling) - 1800 177 833

Animal Disease Watch Hotline (Emergency) - 1800 675 888

Australian Search & Rescue - 1800 815 257 (Aviation) / 1800 641 792 (Maritime)

Cairns Hospital - 165 Esplanade, Cairns North QLD 4870 Phone [\(07\) 4226 0000](tel:0742260000)

Child Safety, Department of - 1800 177 135

Consulates - <http://dfat.gov.au/about-us/Pages/foreign-embassies-and-consulates-in-australia.aspx>

Coroner's Office (Brisbane) - (07) 3239 6193

Domestic & Family Violence (Telephone counselling and refuge referral) - 1800 811 811

Funeral Directors (Brisbane Funeral Care) - 1300 008 653

Gamblers Anonymous - 1800 002 210

Gamblers Counselling Service (Amima - Brisbane) - (07) 3161 4377

Gay/Bisexual Men's HIV/AIDS & Sexual Health Information - 1800 155 141

Gay & Lesbian Counselling and Information (7 days: 7pm - 10pm) - 1800 184 527

AIDS/HIV & Sexual Health Information Service (QuAC) - 1800 177 434

Interpreting Service - 131 450

Kids Help Line - 1800 55 1800

Legal Services Commission - 1300 655 754

Lifeline (24h Counselling) - 131 114

Narcotics Anonymous - 1800 002 210

Poisons Information Centre - 131 126

City Police Station 5 Sheridan St, Cairns City QLD 4870 – Phone: [\(07\) 4030 7000](tel:0740307000)

Pregnancy Counselling Link (All pregnancy and post-abortion issues) - 1800 777 690

Quitline (Smoking cessation counselling - 24 hours) - 137 848

Sexual Assault Service (IWSS) - (07) 3846 5400

Sexual Health Clinic: [Cairns north Community Health](#) 381 Sheridan St, Cairns North QLD 4870 Phone: [\(07\) 4226 4769](tel:0742264769)

Queensland Sexual Assault Helpline - 1800 010 120

Cairns Student Hub 93/105 Lake St, Cairns City QLD 4870 Phone: [0455 521 077](tel:0455521077)

Cairns Covid testing centres:

<https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/stay-informed/testing-and-fever-clinics>

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# Living in Cairns

## Transportation

### TransLink (Transport Information)

Even if you have a SPC Student ID Card, you still need to pay the adult fare on public transport. For bus, train and ferry information, please call TransLink.

13 12 30 [www.translink.com.au](http://www.translink.com.au)

TransLink operates public transportation around Cairns and in Kewarra Beach we can choose between 2 lines.

#### 1. Bus line 111 (highly recommended to use this line when you return to SPC, especially at night)

From the city to Kewarra Beach and from Kewarra Beach to the city.

There is a bus stop just outside of SPC and it takes about 30 minutes to Smithfield Shopping Centre or 60 minutes to Cairns City.

#### 2. Busline 110 (You are suggested to use the under-pass to cross the highway, make sure you are familiar with the location of under pass before you choose to take 110)

From Cairns city to Palm Cove and from Palm Cove to Cairns city.

There is a bus stop at the highway (about 10 minutes walking from SPC Cairns) and it takes about 15 minutes to Smithfield or 35 minutes to Cairns City.

Fare: approximately \$2.70 to Smithfield and \$4.50 to the city.

Please refer to TransLink website for the complete timetable and updated information.

## Money Matters

### ATMs

Most banks have machines (ATMs) that will accept major credit cards from overseas. You can immediately withdraw cash from your overseas bank account at ATMs displaying the Cirrus logo (if your ATM card has international access).

### Bank accounts

To open a bank account, you will need your passport, visa, student ID and money to deposit into the account (this can be as little as \$10).

If you need assistance with banking or help with opening a new account in Australia, please talk to student service or join the bank account opening section after regular orientation.

### Agent Support



## Working in Australia

Depending on the visa you are under, you are allowed to work in Australia, however before engaging in any job, make sure you understand the conditions applied to your visa.

### Tax File Number (TFN)

You must obtain a Tax File Number to be able to work in Australia. A TFN is your unique reference number to our tax system. When you start work, your employer will ask you to complete a tax file number declaration form. If you do not provide a TFN, your employment will be taxed at the highest personal income tax rate, which will mean less money in your pay each week.

You can apply for your TFN online at [www.ato.gov.au](http://www.ato.gov.au) and if you need assistance, join the SPC Job Workshop activity.

### Taxation Returns

Taxation returns are lodged at the end of the Australian tax year which is from 01 July to 30 June. You can lodge your tax returns online using e-tax (free service), by mailing a paper tax return or by paying a registered tax agent to complete and lodge the application for you.

### Superannuation

If your monthly wage is more than \$450, your employer must contribute an additional sum equal to 9% of your wage into a superannuation (pension) account for you. In most cases, you can access your contributions when you leave Australia permanently, although the contributions will be taxed.

To check your eligibility to claim your superannuation and to apply for your payment, visit [www.ato.gov.au/departaustralia](http://www.ato.gov.au/departaustralia). You will need to provide details of your superannuation fund.

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# Complaints & Grievances



## Complaints Procedure

Educational and other matters

1. Talk to your class teacher or student service at the Reception.
2. If the problem is not resolved, write a journal entry including all details, eg. dates, times and people involved.
3. Submit to student services at the Reception.

Accommodation matters

1. Talk to the landlord, real state agent, your host-family or SPC accommodation team

Administrative or Financial matters

1. Talk to the Reception/Administration staff.

Other matters

1. Talk to the Campus Manager or Student Officer at the Reception.
- If any of the above staff can't help, please make an appointment to speak with the Director at the Reception.
  - If you want to make an appointment to discuss any of the above matters, please go to the Reception.
  - If you want to make a written complaint, please go to the Reception and fill out a form and place it in the Suggestion Box.

Please note:

- You may nominate a support person to accompany you at any stage of a dispute resolution process.
- If you are concerned about actions of this college, you may approach the Commonwealth Ombudsman <https://www.ombudsman.gov.au/How-we-can-help/overseas-students> or 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.

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## Terms and Conditions 2021

### Enrolment and payment process:

1. Please read the Student Handbook available on [www.SPCgroup.me](http://www.SPCgroup.me), including course information details and conditions of enrolment. 2. Complete the form and return to [welcome@SPCgroup.me](mailto:welcome@SPCgroup.me). 3. SPC will issue a Letter of Offer (LoO) including your course details, fees, methods of payment and terms and conditions to you/your agent 4. Payment for all fees and charges must be cleared into SPC's bank account at least 4 weeks before the start date or enrolment may be cancelled. If you are applying through a special promotion, please follow additional conditions as stated on the promotional flyer. 6. SPC will issue pre-arrival confirmation 2 weeks before your arrival, please ensure all information provided is correct, if there is an error, please contact the SPC enrolment team immediately 5. It is your responsibility to keep a copy of this enrolment form as well as all payment receipts for all tuition and non-tuition amounts.

### Conditions of Enrolment

The applicant:

- understands and accepts all policies, terms and conditions of enrolment;
- understands that they must maintain approved accommodation arrangements and health cover;
- understands that there cannot be a change of school during the course without a written letter of release from SPC;
- understands that information collected before and during enrolment is done to meet SPC's obligations under the ESOS Act and the National Code 2018 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 2018. 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 circumstances information collected can be disclosed SPC may consider any suspension of a student's enrolment if SPC is satisfied that such circumstances exist and that are beyond the control of the student which include life without consent where authorized 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 SPC can share information about their course and progress with their parents and agents;
- acknowledges SPC's timetables and class locations are subject to change at any time without notice.
- understands and agrees to pay the updated the future year's fees in the case of not finalizing full payment within 2021.
- understands fees must be paid by the due date and the need to maintain a valid enrolment.

### *English course students:*

- understand that they will be tested on commencement of course and placed in a class at the appropriate English language level;
- understand that they must attend at least 80% of their English courses, complete all class work, assignments, activities and assessments in order to maintain satisfactory progress within the maximum specified time allowed to complete the course qualification and failing to do so will result in them being reported to the Australian Government (student visa holders only);

### *Vocational course students:*

- understand that courses require a pre-requisite level of English language for entry and evidence of meeting

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### **Agent Support**

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requirements for minimal education background;

- understand that they must complete all class work, assignments, activities and assessments in order to maintain satisfactory progress within the maximum specified time allowed to complete the course qualification and failing to do so will result in them being reported to the Australian Government (student visa holders only).
- understand that requests for Recognition of Prior Learning could impact a student meeting course conditions and visa requirements.

## **Tuition Refund Policy & Guarantee**

### ***Before course commencement:***

The published enrolment fee is applicable to every enrolment and will be deducted from all refund amounts when cancellation is requested.

For General English, Cambridge Preparation Programs, Vocational Courses and Specialty Programs:

For cancellation notice given:

- More than 28 days prior to the commencement of the course, you will be refunded 100% of tuition fees, full material fee and OSHC fees through your nominated agent.
- more than 14 days but less than 28 days prior to the program commencement date, you will be refunded 20% of tuition fee, full material fee and OSHC fees through your nominated agent.
- less than 14 days prior, on or after the commencement of the course, no fees will be refunded.
- Where a deferral has been granted before commencement of a course, tuition paid will be transferred to the subsequent study period.
- due to visa refusal, tuition fees, material fee, OSHC fees and accommodation fees will be refunded as per sections 28-29 of the ESOS Act providing that proof of visa rejection has been provided to SPC.

For Specialty Programs:

Changes must be made at least 6 weeks prior to commencement in writing to SPC. \$500 administration fee is not refundable.

In the unlikely event that SPC is unable to deliver your course in full, you may be offered a refund. Alternatively, you may be offered enrolment in an alternative course by SPC 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 SPC is unable to provide a refund or place you in an alternative course, the Australian Government provides an International Student Tuition Protection Service (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.

Applications for refunds must be received by SPC in writing, addressed to the Director, SPC. 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 SPC you may approach the State Authority for CRICOS Registration. In Queensland, this is the Department of Education. Concerns about the product 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.

### ***After course commencement,***

Fee: no refund will be made on all courses

No refund of tuition fees will be made where your enrolment is cancelled for any such reasons, including but,

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not limited to the following:

- Failure to maintain satisfactory course progress or attendance
- Failure to maintain approved accommodation arrangements and health cover
- Failure to adhere to the discipline code of SPC. This includes behaviour that affects the security of other students, for example, inviting outsiders into SPC without permission, or possessing or consuming alcohol on the premises.

## **Deferral, Suspension & Cancellation Policy**

The decision to defer commencement of studies or suspend an enrolment can be made by the Director of Studies. Students wishing to defer the commencement of their studies or cancel their studies must fill out the Enrolment Amendment Form at reception. The application will be returned once signed and approved by SPC. Students are recommended to keep a copy of the document for future references.

SPC may consider any suspension of a student's enrolment if SPC is satisfied that such circumstances exist and that are beyond the control of the student, which include life-threatening illness or death. Proof of the above must be provided.

SPC has a discretion whether to suspend a student's enrolment in response to or/illegal behaviour etc or for any other reason it considers necessary.

The event of deferral or suspension of enrolment will be reported to DIAC and may affect the status of their student visa.

If SPC decides to suspend a student visa enrolment where it is not a student's request, the student will have 20 working days to appeal to the SPC. If the appeal is not upheld or the student withdraws from the appeal process, then SPC will report the student to DIAC. The suspension 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.

The appeal must be submitted in writing and addressed to the Student Services Officer. It will then be brought to the management of SPC. The appeal may take up to 60 days, and during this time, the appellant will be updated in writing before the final decision arrives.

Student initiated deferral or cancellation of enrolment cannot be granted retrospectively or if it was taken by the student without authorization.

If students have taken unauthorized leave, they will be recorded as absent and will have their enrolment cancelled if their attendance falls below the student visa requirements.

If a student is unhappy with any stage of the process to defer or cancel enrolment, suspension, they should follow the SPC Complaints Procedure, available on SPC Orientation Handbook, given to students on their first day at the college.

## **Sun Pacific College Accommodation Changes, Cancellation & Refund Policy**

The accommodation placement fee is not refundable.

We reserve the right to change student room allocation according to operational needs and also to ask a student to leave SPC accommodation in

the event of antisocial behaviour, no refund will be given.

If you are asked to leave any accommodation arranged by SPC due to any violation of SPC rules, no refund will be given.

### ***Changing accommodation:***

Moving from Dormitory to Homestay or vice-versa is considered a cancellation, as is moving from Cairns Dormitory to other accommodation and will be considered a cancellation of the Cairns Dormitory and new

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booking with other accommodation. A replacement and cancellation fee will apply. External student accommodation, such as share accommodation, that is a partnership with other accommodation providers. Therefore SPC Terms and Conditions are not applicable. Please refer directly to the providers or check with their reception when you arrive for further information before you decide on the accommodation duration.

### **Refund Policy is as follows:**

This policy applies to any student who has booked SPC accommodation and is currently hosted or has accommodation starting (check-in date) in 4 weeks or less:

#### **Before accommodation commencement:**

More than 28 days prior to the commencement of the accommodation, you will be refunded 100% of accommodation fees.

-If cancellation is requested before student's estimated arrival, refunds will be made through your nominated agent

- due to visa refusal, tuition fees, material fee, OSHC fees and accommodation fees will be refunded as per sections 28-29 of the ESOS Act providing that proof of visa rejection has been provided to SPC.

#### **After accommodation commencement:**

No refund of accommodation fee will be made where your enrolment is cancelled for any such reasons, including but, not limited to the following:

- Failure to maintain satisfactory course progress or attendance
- Failure to maintain approved accommodation arrangements and health cover
- Failure to adhere to the discipline code of SPC. This includes behaviour that affects the security of other students, for example, inviting outsiders into SPC without permission, or possessing or consuming alcohol on the premises.

For cancellation notice given:

- Accommodation refunds can only be requested through the Enrolment Amendment Form during regular office hours and in writing.

- Follow the Enrolment Amendment Form with minimum full 2 weeks notice to receive 75% of accommodation fees. (Full 2 weeks is calculated based on office working days. Once the week has commenced, full week notice will be calculated from the following week).

We will refund to an Australian bank account, the refund will take up to 30 calendar days.



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