



Sun Pacific College

STUDENT HANDBOOK 2024

(January 2024)

Sun Pacific College (SPC Cairns)

[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 4057 2100

Emergency number: +61 412 590 696

Email: Student Services
conciierge@spcgroup.me

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

Public Holidays



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 2024 (Queensland)	
New Year's Day	Mon 1 Jan 2024
Australia Day	Fri 26 Jan 2024
Good Friday (Easter)	Fri 29 Mar 2024
The day after Good Friday (Easter)	Sat 30 Mar 2024
Easter Sunday	Sun 31 Mar 2024
Easter Monday	Mon 1 Apr 2024
Anzac Day	Thu 25 Apr 2024
Labour Day	Mon 6 May 2024
Cairns Show	Fri 19 Jul 2024
Queen's Birthday	Mon 7 Oct 2024
Christmas Day	Wed 25 Dec 2024
Christmas Holiday	Thu 26 Dec 2024
SPC Holiday	Sat 21 Dec 2024 to Sun 5 Jan 2025



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

Student Administration Info



ID Cards

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

Refund & Cancellation Policy

See Appendix

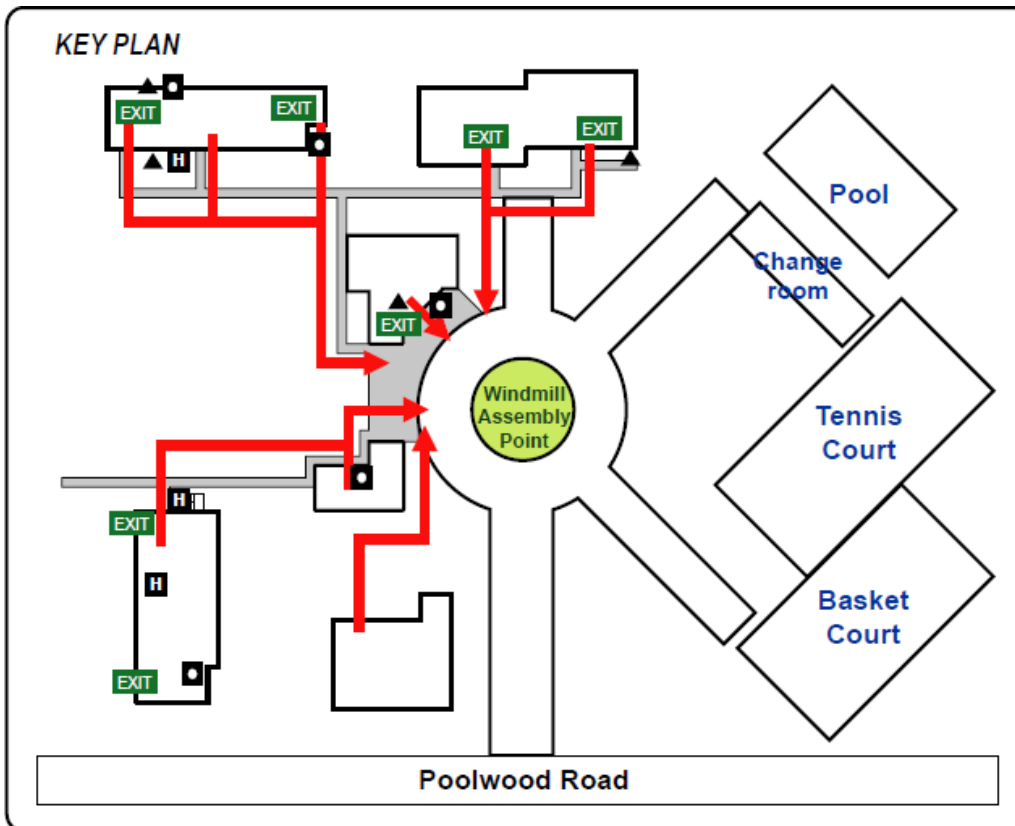
Textbooks

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	
R	- REMOVE PEOPLE from immediate danger Do Not block exits & exit routes
A	- ALERT-RAISE AN ALARM Advise Chief Warden / Management Dial 000
C	- CONTAIN FIRE AND SMOKE Select & use correct extinguisher Close doors & windows to contain fire / smoke
E	- EVACUATE 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

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.



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.

Agent Support



Wi-Fi

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

Activities

SPC provides regular extra activities both social and academic. Check the activity schedule at the reception and on social medias 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

English Only Policy is a strict 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. Students who do not follow the English Only Policy are in breach of the college rules and may be suspended from classes and services under the Student Misconduct Policy. No fees paid by a student are refundable or repayable to the student when the student is suspended or expelled for misbehaviour.



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 Home Affairs (DHA) 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 Campus and Kewarra Beach
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.

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 Journal

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



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 Home Affairs (DHA). You have 21 working days to appeal our decision.

Attending all classes does not constitute an appeal. An appeal must be in writing and be assessed as having a compelling or compassionate reason

- The only exception to reporting your attendance to DHA 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 may refer the matter to the Overseas Students Ombudsman. The Ombudsman's services are free, independent and impartial. The following website provides more information about accessing the services of the Overseas Students Ombudsman. You can find more information at the following page:

<https://www.ombudsman.gov.au/complaints/international-student-complaints>

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

www.realestate.com.au

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:

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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

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, TAXID in your home country, 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 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. You will need to provide details of your superannuation fund.

Agent Support

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 2023

Enrolment and payment process:

1. Please read the Student Handbook available on www.SPCgroup.me, including course information details and conditions of enrolment. 2. Complete the form and return to 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. 5. 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. 6. 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 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.

Cancellation Policy

Learners wishing to terminate their enrolment must notify Sun Pacific College in writing, providing sufficient documentary evidence to support the request. Sun Pacific College will then advise the Department of Home Affairs (DHA) as the student's visa will be affected. Any refunds are paid in accordance with Sun Pacific College's Refund Policy.

Sun Pacific College may decide to cancel a student's course on the following grounds:

- Poor attendance (see Sun Pacific College's ELICOS Attendance Monitoring Policy)
- Poor course progress (See Sun Pacific College's ELICOS Progress Monitoring Policy)
- Non-commencement (see Sun Pacific College's Non-Commencement Policy)
- Student default
- Student non-payment of fees
- Student misbehaviour

Cancellation during orientation period (Non-commencement)

- A student may withdraw from a course during the orientation period.
- Students who cancel on orientation will not be entitled for a refund.

Cancellation after commencement (Early Termination/Withdrawal)

- Students who cancel after commencement will not be entitled for a refund.

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- **All outstanding fees, including any that are due under instalment plan, must be paid.**

- Late payment and non-payment of fees are against Australian law and are reportable to the Department of Home Affairs (DHA) five days after the appeals process has been completed.
- DHA (through PRISMS) will be notified about student absences, within 14 days after he/she stopped attending classes even without official approval of early termination.
- Withdrawal from a course without giving written notice to Sun Pacific College will result in automatic forfeit of all fees paid to date.
- A student wishing to cancel his/her enrolment in order to transfer to another training provider prior to having completed at least six months of the principal course of study applicable to his/her visa, should refer to the Transfer between Registered Providers Policy for more information.
- Any student currently studying who is advised that Sun Pacific College intends to cancel their enrolment are first warned and counselled as set out in the relevant policy. They also have the right of appeal, as outlined in Sun Pacific College's Complaints and Appeals Policy.
- Where a student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process or the process is completed and results in a decision supporting the college, the Academic Manager will alert Student Administration (PRISMS Officer) to cancel the student's enrolment once the 20 days have elapsed, and report the student to DHA within five days.
- Alternatively, the student may elect to access external appeals. Please see Sun Pacific College's Complaints and Appeals Policy for more information.
- Statement of Attainment will be issued for any units that have been satisfactorily completed.

Cancellation due to sickness or financial hardship

In the case of a student who withdraws from a course due to sickness or extreme financial hardship, Sun Pacific College may, in its discretion, allow a refund of the unspent fees with the following conditions:

- The student must produce satisfactory evidence of his/her withdrawal such as medical certificates and/or flight tickets;
- Withdrawal must take place prior to the finish date of the course;
- A cancellation fee of 25% of full course will be withheld;
- If a refund has been issued a Statement of Attainment will not be granted.

Refund Policy

Student Default

The student must fill out a "Refund Form" which must either be handed to the reception staff at Sun Pacific College or emailed (wecare@spcgroup.me) together with any supporting documents (i.e. DHA visa refusal letter flight tickets, medical certificate etc). Any refund will be paid within a period of four weeks after the official day of default/ cancellation which is the receipt of written notice of cancellation by the student.

Under the legislation, refunds will only be paid to the person who entered into the contract with Sun Pacific College, unless the person who entered into the contract gives written direction to Sun Pacific College to pay the refund to someone else, (in this case the agent).

Cancellation of enrolment- General rule (29 days or more before commencement)

If written notice is received 29 days or more before the date of course commencement, then:

- **Enrolment Fee- Enrolment fees are non-refundable.** In the event that the enrolment fee was waived or discounted as a promotion, \$250 will be charged for administration costs on cancellation. This will be deducted from the prepaid fees.
- Instalment Plan Service Fee and other Administration Fees- Non-refundable.
- OSHC- Sun Pacific College will not refund Overseas Student Health Cover (OSHC) if we have already issued the health cover certificate. Students may have to apply directly to Bupa.
- Homestay Placement Fee- Accommodation placement fee is not refundable. If a student cancels his/her accommodation and airport pick-up booking before arrival, they may be entitled to a refund as per the conditions below.

Cancellation of enrolment 28 days or less before commencement

If written notice is received 28 days or less before the date of course commencement, then refund is calculated:

- As per general rule (see above), **plus**
- A Part Refund
- If the student's pre-paid tuition fees is 30% or less, there will be no refundable amount.
- If the student's pre-paid tuition fees is more than 30%, the refundable amount is the excess of 30%.

Cancellation of enrolment on or after the date of course commencement

If written notice is received on or after the date of course commencement, there will be no refund of any moneys paid unless the Principal Executive Officer deems that exceptional circumstances apply.

Sun Pacific College is under no obligation to refund any course fees paid if:

- the student cancels after the student has started his or her course.
- a student's visa is cancelled by DHA because of poor attendance/ academic course progress.

Appendix



- the student arrives at Sun Pacific College later than the agreed start date or does not start their course on time as per Sun Pacific College's Non-Commencement Policy.

Cancellation of enrolment due to visa refusal

Refund of unspent tuition fees under **Section 47(E) of the ESOS Act** in other cases: this refund relates to student default in case of visa refusal:

- Refund is calculated as per general rule (see above), **and**

Sun Pacific College will refund **all paid fees less Administration Fee of \$250** and less the following:

The lesser of:

- 5% of the total amount of pre-paid fees that we received in respect of the student for the course before the default day; or
- **The sum of \$500 (maximum deduction including administration fees per general rule)**

Sun Pacific College will notify DHA and the TPS Director of student default within 5 business days, and of the outcome of discharge of obligations to said student within 7 days of the end of the default period.

Provider Default

If Sun Pacific College defaults, it will notify ASQA and the TPS Director within 3 business days, and will notify the students in writing within the same timeframe.

In the event that Sun Pacific College is unable to deliver the course in full, the student will be offered a refund of all the course money paid. The refund will be paid within 4 weeks of the day on which the course ceased being provided. Alternatively, the student may be offered enrolment in an alternative course by Sun Pacific College at no extra cost within 14 days. The student has the right to choose whether they would prefer a full refund of course fees, or to accept a place in another course. If the student chooses placement in another course, the student will be asked to sign a document to indicate that the placement has been accepted. Sun Pacific College will notify DHA and the TPS Director of this outcome within 7 days.

If Sun Pacific College is unable to provide a refund then the school will, under the (TPS) Tuition Protection Service, or before 1 July 2012 the (TAS) Tuition Assurance Scheme, place the students in a suitable alternative course at no extra cost, unless students choose a more expensive alternative course.

If Sun Pacific College cannot place the student in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place the student in a suitable alternative course or, if this is not possible, the student will be eligible for a refund as calculated by the Fund Manager.

Any refund will be paid within a period of four weeks after the official day of default/ cancellation.

The student must fill out a "Refund Form" which must either be handed to the reception staff at Sun Pacific College or emailed together with any supporting documents (i.e. DHA visa refusal letter flight tickets, medical certificate etc.).

Under the legislation, refunds will only be paid to the person who entered into the contract with Sun Pacific College, unless the person who entered into the contract gives written direction to Sun Pacific College to pay the refund to someone else, (in this case the agent).

Accommodation cancellation & refund policy

This policy applies to any student who:

- Is currently in Sun Pacific College accommodation, or
- Has Sun Pacific College accommodation booked and commencing (check-in date) in 2 weeks or less.

Two full weeks notice: if you have booked Sun Pacific College Accommodation (Dormitory and/or Homestay) and you cancel this accommodation you must give more than two full weeks notice to receive any refund. A "full week" is calculated from the day of your arrival. For example, if you arrive on a Saturday, a full week is the following Saturday (8 days, 7 nights). Once the week has commenced, this is not included in the "two full weeks notice".

Changing accommodation: moving from Dormitory to Homestay or vice-versa is considered a cancellation of the Dormitory or Homestay. In these cases a relocation fee will be charged.

Changes, Cancellation and Refund Policy is as follows:

- The accommodation placement fee is not refundable.
- Accommodation refunds can only be requested through Enrolment Amendment Form during regular office hours and in writing.

For cancellation notice given:

- No refund will be given for accommodation fees for two weeks after the application for cancellation
- For all remaining accommodation fees from two weeks after the application for cancellation, 80% of the total paid will be refunded.
- Note that fees are dependent on exchange rates and can vary from day to day and any international bank transfer fees are paid by the student.
- Refund will take up to 30 calendar days.
- If you break any of the dormitory rules, you may be asked to leave the dormitories. In this case, your accommodation is automatically cancelled and there will be no refund of accommodation fees covering two weeks after the date of cancellation. Any remaining fees will be refunded at 80% of the total paid.

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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	

Appendix



- If you have decided to change your accommodation booking, a replacement fee in addition to this Changes, Cancellation & Refund Policy will apply.

Internal and External Complaint Process

Students have the right to appeal decisions they believe are unfair, whether educational or administrative in nature.

If there is a dispute about an assessment or grade, the teacher will meet with the student to explain the reasons for the outcome. If, after this meeting, the issue is still unresolved, the teacher will seek a second opinion from another teacher, or the Academic Manager, and will advise the student of the outcome. This right is available to ELICOS students. Student can lodge a written appeal to the Academic Manager within seven working days of being notified of the decision.

The Sun Pacific College appeal period for results is 5 working days from the return of the assessment item to the student. Where a student is not satisfied with the treatment or assessment provided, they are required to put their complaint in writing to Sun Pacific College Australia within 5 working days of the incident and to provide examples where possible. Sun Pacific College will ensure that the re-assessment and determination occur within 1 month of receiving an appeals letter.

If their internal appeal is rejected and the student still disagrees with Sun Pacific College's decision, they are advised on how to make an external appeal.

Any student who requires independent advice or mediation can contact the Brisbane Counselling Centre (BCC) or the Overseas Student Ombudsman.

Brisbane Counselling Centre's contact details are:

Address: Level 7, 87 Wickham Terrace, Brisbane QLD 4000

Phone: +61 7 3831 4452

E-mail: admin@brisbanecounsellingcentre.com.au

Overseas Students Ombudsman's contact details are:

Address: Level 22, 215 Adelaide Street, Brisbane QLD 4000

Phone: 1300 362 072

If the internal or external complaint or appeals process results in a decision that supports the student, Sun Pacific College will immediately implement that decision and/or corrective and preventative action as required.

Poor Progress and/or Poor Attendance Process

Contact Sun Pacific College Reception, who will make an appointment for you to speak to the Attendance Administrator, or Academic Manager to discuss your appeal. You should do this within 5 working days of receiving a Notice of Intention to Report.

At your appointment, you will have the opportunity to discuss your reasons for failing to meet your course requirements and raise any concerns or ask any questions you may have. In addition, the Attendance Administrator or Academic Manager will take you through any further stages in the appeals process.

You will be asked to submit a letter of appeal that outlines all of the reasons why you believe you should not be reported to DHA with 20 working days after you received the final warning letter. You should attach any documentation to this letter that you believe will support your appeal.

The Attendance Administrator or Academic Manager will review your appeal and make a decision whether to accept or reject it as soon as practicable. A written decision will then be provided for you to come and collect.

If your internal appeal is rejected and you still disagree with Sun Pacific College's decision, you will be advised on how to make an external appeal. This can be done by contacting Brisbane Counselling Centre on (07) 3831 4452 and making an appointment to speak to one of their trained mediators (07 3221 4611). BCC is located on Level 7, 87 Wickham Terrace, Brisbane. Alternatively, you also have the right to take your appeal to the Overseas Students Ombudsman, who can be contacted on 1300 362 072 (Level 22, 215 Adelaide Street, Brisbane QLD 4000).

Please be advised that Sun Pacific College has an obligation to report any breach of visa conditions to DHA (via PRISMS) and will do so if your final appeal has still not been successful after a further 20 working days. Please note that in the case of non-commencement, Sun Pacific College is under no obligation to offer the appeals process before reporting the breach to DHA.

Conditions of Enrolment

1. The Student's Rights as a Consumer:

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Appendix

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. Even if the student has discussed refunds with Sun Pacific College, the student will always have the right to get legal help to solve any problems.

Sun Pacific College regards the transparent and clear communication of this policy to the students in a language which is understandable as being a high priority. As well as, on this form, refund procedures are outlined in the Sun Pacific College grievance flow chart displayed in the Student Handbook and on notices in every classroom.

2. Books and Equipment: The student will return any books or equipment lent to them by Sun Pacific College.

3. Excursions:

The student understands that weekly excursions and activities are a valuable part of their language learning experience. While most of these activities will be free, sometimes there may be a small (\$2-\$10) charge for some outside activities. The student agrees to pay these costs if they occur and of the student decides to participate.

4. Medical Insurance:

The student understands that they are free to arrange their own health insurance. However, if they are in Australia on a student visa, they must have Overseas Student Health Cover (OSHC) for the time they are in Australia.

5. Indemnity:

When the student signs this form, the student understands that they release and indemnify Sun Pacific College and all of its staff and agents from any responsibility for any loss, damage or injury to themselves or any of their property. Neither the student nor any of my executors or administrators will make any claims against Sun Pacific College or its staff for any loss, damage, physical injury or death that occurs at the premises rented by Sun Pacific College or on any transfer or recreational, sporting or educational excursion conducted or arranged by Sun Pacific College.

6. Communication of Personal Information:

Sun Pacific College will only use this information for the purposes of enrolling the student in their courses. Any information about the student which Sun Pacific College has will be made available for them if they ask for it. However, the student understands that this information may also be given to Australian State or Federal departments or agencies, such as DHA, and to the Fund Manager of the ESOS Assurance Fund, if it is required by Australian law.

7. Change of Address and contact details:

The student understands that they must advise Sun Pacific College within 7 days of any change in their address or contact details during their course.

8. Course requirements

Your course involves a minimum of 20 hours of face-to-face scheduled course content per week.

ADDITIONAL COST FOR CHANGE OF ENROLMENT

*Revising Confirmation of Enrolment (COE) information such as the course, start date, course length, OSHC & DHA Office will be subject to a **\$50 administration fee per program**. "No charge will be made if it caused by the immigration (i.e. delayed processing of student visa), family circumstance or medical issue. Supporting evidence must be provided where necessary. **Administration fee will be paid upfront before revised CoE is finalised.**"*

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