
INTERNATIONAL STUDENT HANDBOOK

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1. Introduction

Welcome

Welcome to Pacific College Sydney (PCS)! This handbook tells you what you need to know about studying with us in Australia. Please read it before you accept your offer, and keep it handy during your course.

About us

PCS is a private Registered Training Organisation (RTO) in Sydney. We deliver nationally recognised vocational education and training (VET) to international students in Leadership and Management, Hospitality, and Building and Construction trades.

VET courses are competency based. This means each unit is assessed as Competent or Not Yet Competent. When you are Competent in all units of your qualification, you are awarded the qualification. To learn more about VET and qualification levels, visit [Study Australia – Vocational education and training](#).

Our obligation to you

PCS is registered with the Australian Skills Quality Authority (ASQA) as an RTO (RTO 41244) and on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS 04146E). We must comply at all times with:

- the Standards for RTOs 2025 (the Outcome Standards, Compliance Requirements and Credential Policy) under the *National Vocational Education and Training Regulator Act 2011*
- the *Education Services for Overseas Students Act 2000* (ESOS Act) and its regulations, as amended
- the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), as amended
- the *Student Identifiers Act 2014*, the *Privacy Act 1988* and Australian Consumer Law.

We remain responsible for any third party that works on our behalf, including education agents and work placement hosts. We take part in ASQA audits and give ASQA information when asked.

When you are found Competent, we must issue your Australian Qualifications Framework (AQF) certification documents. If you feel we are not meeting our obligations, you have the right to complain (see section 5.2 Complaints and appeals).

Our contact details

Contact	Details
Main telephone	1300 489 131
General email	info@pacific.edu.au
Student support email	studentservices@pacific.edu.au
Website	www.pacific.edu.au
Campus	Level 4, 79 George Street, Parramatta NSW 2150
Office hours	7:30am to 7:00pm

About our area

Our campus is in Parramatta, in western Sydney, New South Wales. Parramatta is Sydney's second CBD, with Parramatta train station and bus interchange a short walk away. Sydney is Australia's largest city and a global hub for business, education and culture. It has a major international airport, beaches such as Bondi and Manly, and an integrated public transport network.

We recommend an Opal card for trains, buses, ferries and light rail. You can also tap on and off with a contactless bank card or phone. See opal.com.au and transportnsw.info. For more about Sydney, visit sydney.com.

2. Courses we offer

PCS offers the following courses to international students. Fees, entry requirements, delivery details and start dates are in the Course Brochure and your Student Agreement. Your CRICOS course code is shown on your Letter of Offer and CoE.

National code	Qualification	Duration
SIT40521	Certificate IV in Kitchen Management	78 weeks
SIT50422	Diploma of Hospitality Management	104 weeks
SIT60322	Advanced Diploma of Hospitality Management	104 weeks
BSB40520	Certificate IV in Leadership and Management	52 weeks
BSB50420	Diploma of Leadership and Management	52 weeks
BSB60420	Advanced Diploma of Leadership and Management	62 weeks
CPC30220	Certificate III in Carpentry	104 weeks
CPC30620	Certificate III in Painting and Decorating	104 weeks
CPC50220	Diploma of Building and Construction (Building)	104 weeks
CPC31020	Certificate III in Solid Plastering	52 weeks
CPC32620	Certificate III in Roof Plumbing	52 weeks
MSF30422	Certificate III in Glass and Glazing	52 weeks

PCS no longer offers BSB80120 Graduate Diploma of Management (Learning) to new international students. Students who commenced it before 5 October 2026 may complete it.

Important information for trade courses

- **Construction induction (White Card).** You must hold a general construction induction card (unit CPCWHS1001 Prepare to work safely in the construction industry) before entering any construction site, including practical training areas that simulate a site. We will tell you how to obtain this before practical training starts.
- **Practical training.** Trade units are delivered and assessed in a real or closely simulated workplace, using our workshop, tools and equipment. You must wear the personal protective equipment (PPE) we specify.
- **Licensing.** Roof plumbing is a licensed occupation, and solid plastering and glazing work may need a licence or tradesperson certificate depending on the work and the state. In NSW, licences are issued by the NSW licensing authority (Building Commission NSW / NSW Fair Trading). Completing a qualification with us does not by itself give you a licence; you may also need supervised work experience. Check requirements before you enrol.
- **Outcomes.** Completing a course does not guarantee a job, a licence, a skills assessment or any visa outcome.

Important information for hospitality courses

- **Tools and uniform.** You need a knife kit, chef uniform and safety boots. The knife kit is included in your material fee. You buy your own chef uniform and safety shoes; we can suggest suppliers.
- **Physical requirements.** Kitchen training involves manual handling, such as lifting heavy pots and pans, and handling raw and processed meats, poultry, seafood and dairy. If you have religious, dietary or physical barriers, tell us at your pre-training review so we can discuss support and reasonable adjustment.

3. Before you enrol

Entry requirements

To enrol at PCS you must:

- be 18 years of age or over at course commencement
- have completed Year 12, or the equivalent senior secondary studies in your home country
- meet the English language requirement below
- complete a language, literacy and numeracy (LLN) assessment and a pre-training review
- have basic computer skills, and access to a laptop or computer (Windows 7 or higher, or equivalent), Microsoft Word or similar, and an active email address.

English language requirement. You must show one of the following: a test result from the table below, taken no more than two years before you apply; at least five years of study in English in Australia, Canada, New Zealand, the Republic of Ireland, South Africa, the United Kingdom or the United States; or, within two years of applying, successful completion in Australia of a foundation course, a senior secondary certificate, or a substantial part of a Certificate IV or higher AQF qualification.

English test	Direct entry	With 10 weeks ELICOS	With 20 weeks ELICOS
IELTS (Academic or General)	6.0 overall, no band below 5.5	5.5 overall, no band below 5.0	5.0 overall, no band below 4.5
TOEFL iBT	60 (L 12, R 13, W 21, S 18)	46 (L 8, R 8, W 16, S 14)	35 (L 4, R 4, W 14, S 12)
PTE Academic	50, no skill below 42	42, no skill below 36	36, no skill below 30
Cambridge English: Advanced (CAE)	169, no band below 162	162, no band below 154	154, no band below 147
OET	B in each component	B in each component	B in each component

LLN assessment and pre-training review. Before we accept you, we complete a pre-training review with you. It checks your language, literacy, numeracy and digital skills, your previous study and experience, any RPL opportunities and your career goals, so we can confirm the course suits you and identify any support you need. Certificate IV courses require Australian Core Skills Framework (ACSF) Level 3, and Diploma and Advanced Diploma courses require ACSF Level 4. If you completed an Australian qualification at the same or a higher AQF level in the past 5 years, you may be exempt from the LLN assessment. We may also interview you in person or by video call.

Visas and conditions

After you accept your offer, sign your Student Agreement and pay your first instalment, we issue a Confirmation of Enrolment (CoE). You use your CoE to apply for a Student visa (subclass 500) with the Department of Home Affairs. You may apply yourself or use a registered migration agent. See [Home Affairs – Student visa](#).

Home Affairs assesses whether you are a genuine student (the Genuine Student requirement), your English, your financial capacity and your health insurance. Visa fees and requirements change often, so always check the Home Affairs website before you apply.

Once you have your visa, you must follow its conditions. If you do not, your visa may be cancelled. Conditions include (but are not limited to):

- maintain enrolment in a registered course and meet course progress and attendance requirements
- work no more than 48 hours per fortnight while your course is in session (unlimited during scheduled course breaks); work placement that is a required part of your course does not count towards this limit
- maintain Overseas Student Health Cover (OSHC) for your whole stay
- give us your Australian residential address, mobile number and email, and tell us of any change within 7 days
- complete your course within the duration on your CoE
- stay with your principal provider for the first 6 months of your principal course, unless you are given a release (see section 5.9).

Unique Student Identifier (USI)

A USI is your individual education number for life. It creates an online record of your nationally recognised training in Australia. Under the *Student Identifiers Act 2014*, we cannot issue your qualification or statement of attainment without a valid USI, unless you hold an exemption.

Create your USI at usi.gov.au. Exemptions are explained at usi.gov.au/exemptions. If you need help, we will help you at orientation.

Education agents

PCS works with education agents to recruit students. Every agent has a written agreement with us and must act ethically, honestly and in your best interests. We remain responsible for what our agents do on our behalf. A current list of our agents is published at www.pacific.edu.au.

Please note:

- You do not need an agent to apply to PCS. You can apply directly.
- Australian law bans providers from paying commission to agents for recruiting students who transfer from another Australian provider. If an agent pressures you to change providers, you can tell us or the Overseas Students Ombudsman.
- Sign your Student Agreement only after you have read and understood it yourself, not under pressure from an agent or anyone else.
- If an agent gives you false or misleading information about PCS or your course, please tell us. You can also complain (see section 5.2).

How to apply

- 1 **Apply.** Send us your completed Application for Enrolment form with supporting documents, such as your passport, previous qualifications or transcripts, and English test results.
- 2 **Pre-training review and interview.** We assess your application against the entry requirements and complete your LLN assessment and pre-training review. The interview may be in person or by video call.
- 3 **Offer.** If you are successful, we send you a Letter of Offer and Student Agreement. If not, we tell you why and suggest other options.
- 4 **Accept.** Check that the course, fees, duration and payment plan are correct, and read the policies referred to in this handbook. Sign and return your Student Agreement. We then send you an invoice.
- 5 **CoE and visa.** When we receive your first payment, we issue your electronic CoE. Use it to apply for your visa. Once your visa is granted, arrive in time for orientation and your first class.

Recognition of prior learning (RPL) and credit transfer

Credit transfer recognises units you have already completed with another RTO. If the unit is the same or equivalent, we must recognise it. There is no charge. Tell us on your Application for Enrolment form and provide a certified copy of your certificate or an authenticated VET transcript from the USI Registry.

RPL assesses skills and knowledge you gained through work, life experience or other training. Tell us on your application if you want to apply, at least two weeks before your course starts. RPL fees are listed in section 5.1.

Credit transfer and RPL may reduce your course duration and fees. We will tell you in writing and issue your CoE for the reduced duration. A shorter course may affect your visa, so check with Home Affairs.

4. Studying with us

Orientation

Orientation runs on or before your first day. Attendance is compulsory. It covers:

- your course, timetable, trainers and assessment requirements
- campus facilities, resources and the learning platform
- emergency and evacuation procedures, and workshop and kitchen safety
- your rights and responsibilities, and the Student Code of Conduct
- support services, including wellbeing, legal, emergency and health services
- safety in Australia and in your local area
- critical incidents and how to report them
- course progress and attendance requirements, deferral, suspension, cancellation, transfer, and complaints and appeals
- student visa conditions, including work rights and the Fair Work Ombudsman
- creating your USI, if you have not already
- a question and answer session.

Training and assessment

Vocational training is practical and competency based. You learn in the classroom, in our training kitchen and in our workshops, where industry conditions are simulated. Each assessment task is marked Satisfactory or Not Satisfactory. When all tasks for a unit are Satisfactory, you are Competent in that unit. When you are Competent in all units, you are awarded your qualification.

Before each unit starts, your trainer will explain what you will learn, how you will be assessed, and when assessments are due.

Work-based training and work placement

Some courses include required work-based training or a work placement in a real industry setting. It lets you apply what you learn, build skills employers recognise and meet employers.

Hospitality courses. Work-based training gives you experience under real commercial pressure, such as a busy lunch service. Unit SITHCCC020 Work effectively as a cook requires 48 service periods cooking a range of meals, and unit SITHKOP005 Coordinate cooking operations requires 12 service periods planning and coordinating kitchen operations: 60 service periods in total. You complete a logbook for each service period in your self-study hours.

PCS will help you find a placement, or you may find your own, provided we approve it. We check every placement host first. Some hosts may require checks (such as a National Police Certificate) or immunisations. You pay for these yourself; checks usually cost about \$50 to \$80 each.

Reassessment

You have two attempts at each assessment task within the fees you have paid. Your trainer will arrange a reassessment with you if needed. If you are still Not Satisfactory after two attempts, a reassessment or unit repeat fee applies (see section 5.1).

We cannot guarantee that you will complete your qualification, because this depends on your effort. We also cannot guarantee a job, a licence or a visa outcome. What we do guarantee is quality training, current trainers, and support throughout your course.

Academic integrity and use of AI

All work you submit for assessment must be your own. You may use artificial intelligence (AI) tools only in the ways your trainer allows, such as to check spelling or help you understand a topic. Submitting text, images or answers created by AI as your own work is plagiarism.

Our Academic Integrity (Plagiarism) Policy explains how we detect cheating, collusion, plagiarism and misuse of AI, and what happens if it occurs. We may ask you to explain your work verbally to confirm it is your own. We cover this at orientation and in class.

Support and wellbeing

Living and studying overseas can be hard. We are here to help, so please talk to us early. Our internal support services are free. You pay for any external service you choose to use.

Support	What it can include
Learning support	Extra tutoring, help understanding unit content or assessments, study plans
Language, literacy and numeracy	Support identified at your pre-training review or during your course
Digital support	Help from our IT support officer with computers, email and the learning platform
Wellbeing and personal support	Help with homesickness, stress, culture shock or study-work-life balance; referrals to counselling and mental health services
Reasonable adjustment	Changes to how you are trained or assessed if you have a disability or other need, such as extra time or oral questions, without lowering the standard
Learning resources	Reading materials, videos, online resources and study skills guides
Social connection	Welcome events, cultural celebrations, excursions and a buddy program
Referrals	Accommodation, legal, financial, employment rights, disability, community and faith groups

We may prepare a Student Support Plan with you. It sets out the support we will give, when, and how we will check it is working. Speak to the Student Support Officer for a confidential conversation.

If a critical incident affects you, such as a serious injury, assault, natural disaster or the death of someone close to you, contact us straight away. We will support you under our Critical Incident Policy.

Issuing certificates

When you are Competent in all units of your qualification, we issue your testamur and record of results within 30 calendar days. If you leave before finishing, we issue a Statement of Attainment for the units you completed within 30 calendar days. We need your USI on file before we can issue any certificate.

We may hold certificates while course fees remain unpaid, where the law allows. We keep records of your results for 30 years. If you lose a certificate, we can reissue it for the fee in section 5.1.

If your details change

Tell us within 7 days if your address, mobile number, email or emergency contact changes. This is a condition of your visa. If you notice any of your details are wrong in our records, let us know and we will correct them.

5. Policies and processes

This section summarises PCS policies you must know. The full policies are available on our website and from reception. Please read them before you sign your Student Agreement.

5.1 Fees and refunds

Your Student Agreement lists all fees for your course, the study periods they cover, your payment schedule and payment options. We will tell you in writing if any fee may change during your course.

We protect your fees by:

- not requiring you to pay more than 50% of your total tuition fees before your course starts, unless your course is 24 weeks or less. You may choose to pay more if you wish
- holding pre-paid tuition fees in a separate account until you start, as the ESOS Act requires
- being a member of the [Tuition Protection Service \(TPS\)](#). If we cannot deliver your course, the TPS helps you either finish your studies in another course or with another provider, or get a refund of unspent tuition fees.

Non-tuition fees

Non-tuition fees that may apply	Amount (AUD)
Enrolment/application fee (one-time, non-refundable)	\$250
Material fee (printed and online study materials; includes knife kit for hospitality and commercial cookery courses, and course materials for trade courses)	Varies by course; stated in your Letter of Offer and available from Student Services
Unit repeat fee (non-refundable)	\$300
RPL fee	Subject to qualifications and units
Bank transfer fee	\$0
Reassessment fee (non-refundable)	\$300
Late payment fee (non-refundable)	\$100 per week
Student ID card	\$25
Re-issue of certificate, transcript or statement of attainment	\$150
Leave of absence application	\$100
General letter (family invitation, enrolment letter, course completion letter)	\$100
Change to another course	\$250
Deferral	\$250
Course extension	\$250
Reduction of course duration	\$1,000
Course withdrawal	\$250

Pay all fees by the date on your invoice into the account shown on the invoice. If you cannot pay on time, contact us before the due date to discuss a payment arrangement.

If you do not pay or make an arrangement, we will send you:

- 1 a first reminder, 5 working days after the due date
- 2 a second reminder, 5 working days after the first reminder
- 3 a Notice of Intention to Cancel your enrolment for non-payment, 5 working days after the second reminder. You have 20 working days to appeal (see 5.2).

If your enrolment is cancelled for non-payment, we must report this to the Department of Education through PRISMS, which informs Home Affairs, and any debt may be referred to a debt collection agency.

Refunds

This refund policy applies whether you or someone else (such as an agent or sponsor) paid your fees. Refunds are paid in Australian dollars to the person who paid, unless you tell us in writing (in your Student Agreement or Refund Application Form) to pay someone else.

- **If PCS defaults** (for example, we cannot start or continue your course), we will, within 14 days of the default, either refund your unspent tuition fees or offer you a suitable alternative course at no extra cost, which you may accept or refuse in writing. If we cannot do either, the TPS will help you.
- **In all other cases**, apply using the Refund Application Form. Attach supporting documents, such as your Course Withdrawal Form, a Home Affairs visa refusal letter, or evidence of compassionate circumstances. We will pay any refund due within 28 days of receiving your completed form and documents, once your original payment has cleared. Refunds are paid by bank transfer in Australian dollars.

Refund circumstance	Tuition fees paid	Material fees	Application fee
Withdrawal at least 12 full weeks before the agreed start date	100%	100%	No refund
Withdrawal 6 to 11 full weeks before the agreed start date	50%	100%	No refund
Withdrawal 5 full weeks or less before the agreed start date	No refund	No refund	No refund
Withdrawal after the course start date	No refund	No refund	No refund
Course withdrawn (cancelled) by PCS	100%	100%	100%
Application rejected by PCS	100%	100%	No refund
Course not fully provided because a government regulator has imposed a sanction on PCS	Unused tuition fees for future terms	No refund	No refund
Visa refused before course commencement (evidence required)	Pre-paid fees received, less 5% of those fees or \$500, whichever is less	100%	100%
Visa refused after commencement	Weekly tuition fee × weeks in the default period	No refund	No refund
Withdrawal and return home for exceptional compassionate reasons, such as a death or severe illness in your immediate family (evidence required)	100% of unspent fees	100% of unspent fees	No refund

Refund circumstance	Tuition fees paid	Material fees	Application fee
RPL fee	No refund once a Statement of Attainment is issued	No refund	No refund
Visa refused because fraudulent documents were submitted by you or for you	No refund	No refund	No refund
Withdrawal without notice, or breach of visa conditions	No refund	No refund	No refund
Visa cancelled because of your actions	No refund	No refund	No refund
You abandon the course	No refund	No refund	No refund
Enrolment cancelled for serious misconduct	No refund	No refund	No refund

How the visa-refusal-after-commencement refund is calculated. Weekly tuition fee = total tuition fee ÷ number of calendar days in the course × 7, rounded up to the nearest dollar. Weeks in the default period = calendar days from the default day to the end of the period your payment covers ÷ 7.

Enrolling close to the start date. If you enrol within 5 full weeks of the agreed start date and then withdraw before the course starts, no refund applies.

Example – visa refused before starting. Raj has paid \$1,500 and his visa is refused. 5% of \$1,500 is \$75, which is less than \$500. Raj's refund is \$1,425.

Example – visa refused after starting. Raj's 40-week course has 10-week terms and costs \$250 per week. He paid term 1 tuition (\$2,500) plus a \$500 materials fee. His visa is refused after 2 weeks. 8 weeks remain in the term, so his refund is 8 × \$250 = \$2,000. Materials fees are not refunded.

This policy does not remove your right to take action under Australian Consumer Law or to use our complaints and appeals process.

5.2 Complaints and appeals

You can complain about PCS, our trainers, assessors or other staff, another student, or a third party working for us, such as an education agent or placement host. You can appeal any decision we make about you, including an assessment result or a refund decision. Our internal process is free.

We encourage you to first try to resolve the issue informally with the person involved, or with the Student Support Officer, who is also our Complaints and Appeals Officer. If that does not work, or you are not comfortable doing so, make a formal complaint or appeal:

- Lodge it in writing using the Complaints and Appeals Form (from reception or our website), or email studentservices@pacific.edu.au.
- For an appeal, lodge it within 20 working days of the decision.
- If you need help writing it, our staff can help you.

What we will do:

Step	Timeframe
Acknowledge your complaint or appeal in writing	Within 3 working days
Start assessing it	Within 5 working days
Give you the outcome in writing, with reasons	As soon as practicable, and within 30 calendar days
If it will take longer than 30 calendar days	We tell you in writing why, and update you regularly

We follow procedural fairness. Everyone involved gets to give their side, and the decision maker is independent of the matter. You may bring a support person to any meeting. Appeals are heard by an investigator or Student Appeal Committee who was not involved in the original decision, and assessment appeals are reviewed by an independent assessor. If the outcome supports you, we act on it straight away.

While an internal appeal is in progress, your enrolment continues. If you appeal our decision to report you for unsatisfactory course progress or attendance, we will not report you until both the internal and any external appeal processes are finished. If you appeal a decision to suspend or cancel your enrolment for misbehaviour, it will not take effect until the internal process is finished, unless your health or wellbeing, or that of others, is at risk.

External options

If you are not satisfied with our internal process, you can contact the **Overseas Students Ombudsman (OSO)**. We will tell you how in writing within 10 working days of our outcome. The OSO service is free and independent. It can investigate matters such as refusal of admission, fees and refunds, transfers, course progress or attendance, cancellation of enrolment, incorrect agent advice, delays, and not delivering what your Student Agreement promises. See ombudsman.gov.au or call 1300 362 072 (from overseas +61 2 6276 0111). We will cooperate fully with the OSO and promptly implement its decisions.

You can also contact:

- **National Training Complaints Hotline:** 13 38 73 (Mon–Fri, 8am–6pm), ntch@education.gov.au
- **Australian Skills Quality Authority (ASQA):** asqa.gov.au/complaints. ASQA uses complaints to inform its regulation; it does not act for individual students.

Nothing in this process limits your rights under Australian Consumer Law or your right to other legal remedies.

5.3 Providing feedback

We value your feedback on your course, trainers, facilities, support and communication. Feedback is informal, unlike a complaint or appeal. You can give feedback at any time by:

- completing a feedback form on our website or at reception
- speaking with your trainer or student support staff
- emailing studentservices@pacific.edu.au
- using the suggestion box at reception.

We review all feedback and tell students about changes we make because of it. You will also receive surveys from us and the National Centre for Vocational Education Research (NCVER), including the Learner Questionnaire. Please complete them.

5.4 Compassionate or compelling circumstances

Many of our policies refer to compassionate or compelling circumstances. These are circumstances beyond your control that affect your wellbeing or ability to study, such as serious illness (with a medical certificate), the death or serious illness of a close family member, a major political upheaval or natural disaster in your home country, a traumatic experience, or a visa delay that stops you starting on time. You must give us evidence, such as a medical certificate or police report.

5.5 Course progress and attendance

To meet your visa and course requirements you must:

- attend at least 80% of scheduled course contact hours in each study period
- complete and submit assessments on time and achieve satisfactory results
- actively take part in learning.

We record attendance at the start and end of each session and calculate it weekly. You must not be absent for more than 5 consecutive days without approval. If you are absent, we will contact you by phone, SMS and email. If you do not start your course on the agreed date, or do not return after a scheduled break, without contacting us within 14 days, your enrolment may be cancelled and reported.

We consider you at risk if you are Not Yet Competent in a unit, miss classes regularly, or do not take part in learning. We will then:

- 1 Intervention.** Contact you in writing, meet with you and agree an intervention strategy, such as extra tutoring, a study plan or counselling.
- 2 Second warning.** If you do not attend or progress does not improve, we meet you again and adjust the strategy.
- 3 Notice of Intention to Report.** If progress or attendance is still unsatisfactory, we send a written notice with our reasons. You have 20 working days to appeal (see 5.2).

We report you to the Department of Education through PRISMS (which informs Home Affairs) only after you do not appeal within 20 working days, you withdraw from the appeal in writing, or the internal and external appeal processes support our decision. Being reported may affect your visa.

If your attendance falls below 80%, we may decide not to report you if you are still attending at least 70%, are making satisfactory course progress, and give evidence of compassionate or compelling circumstances.

We may extend your course duration (and issue a new CoE) only if you have compassionate or compelling circumstances, you are on an intervention strategy, or we have approved a deferral or suspension.

5.6 Deferring your course

You may ask to defer the start of your course for up to 12 months on compassionate or compelling grounds. Complete a Deferral Form and attach evidence. If we approve it, we issue an updated Student Agreement and CoE with your new start date. A deferral fee applies (see 5.1). Check the effect on your visa with Home Affairs.

5.7 Suspending your studies (leave of absence)

After you start, you may ask for a leave of absence of up to 12 months on compassionate or compelling grounds. Complete a Leave of Absence Form and attach evidence. If we approve it, we update your CoE and give you a revised Student Agreement with your new dates. A leave of absence application fee applies (see 5.1). Check the effect on your visa with Home Affairs.

5.8 Suspension or cancellation of enrolment by PCS

We may suspend or cancel your enrolment for:

- misbehaviour, meaning a serious or repeated breach of the Student Code of Conduct
- not paying fees
- unsatisfactory course progress or attendance (see 5.5).

We will first send you a written notice with our reasons. You have 20 working days to appeal (see 5.2). We will not report the change in PRISMS until the internal appeal process is finished, unless your health or wellbeing, or that of others, is at risk. Contact Home Affairs about the effect on your visa.

5.9 Transferring to another provider

If you have completed less than 6 months of your principal course, you need a letter of release from PCS to transfer to another provider. After 6 months you do not need release, but you must still complete a Withdrawal Form. The new provider must be CRICOS registered; check the [CRICOS register](#).

To apply for release, complete a Withdrawal Form, give your reasons, and attach a valid offer from the new provider. We will decide within 10 working days. The course withdrawal fee in section 5.1 applies.

We will grant release if:

- the course is academically unsuitable for you, even after an intervention strategy
- you have compassionate or compelling circumstances
- PCS has not delivered the course as set out in your Student Agreement
- your reasonable expectations of the course are not being met, with evidence
- PCS, or an education or migration agent, misled you about PCS or the course.

We will refuse release if:

- you do not give satisfactory evidence for your reasons
- the transfer would put your progress through a package of courses at risk
- you have not taken part in an agreed intervention strategy
- you have unpaid fees for the current study period
- you need support services we have not yet offered you.

If we approve release, we record it in PRISMS. If we refuse, we tell you in writing with reasons, and you have 20 working days to appeal. We will not finalise the refusal until the appeal process ends or the 20 working days pass. Refunds follow 5.1. Contact Home Affairs about whether you need a new visa.

5.10 Transferring between PCS courses

You may apply to change to another PCS course using the Internal Course Transfer Form. We will decide within 10 working days. We will approve it if the new course better suits your abilities or goals, or your reasonable expectations are not being met. We will refuse it if it would put a course package at risk, you need support we have not yet offered, you appear to be avoiding being reported for progress or attendance, or you have unpaid fees for the current study period. If approved, we issue a new Student Agreement and CoE; the change of course fee applies (see 5.1). Check your visa with Home Affairs. You may appeal a refusal within 20 working days.

5.11 Studying at PCS alongside another provider

If your principal course is with another CRICOS provider, you may be able to study with PCS at the same time. We will not accept concurrent enrolment during the first 6 months of your principal course unless the principal provider gives written approval. You must meet attendance and course progress requirements in both courses.

5.12 Discontinuing your studies

If you are thinking of leaving your course, talk to us first so you can make an informed decision. To withdraw, complete a Withdrawal Form. Read 5.1 first: in most cases fees for the current study period are not refunded, and a course withdrawal fee applies. We must report your withdrawal in PRISMS, which may affect your visa.

5.13 Privacy and access to your records

We collect your personal information to process and manage your enrolment and to meet our legal obligations as an RTO and CRICOS provider. If you do not provide it, we cannot enrol you. We handle it under the *Privacy Act 1988* and our Privacy Policy.

We must or may disclose your information to:

- the National Centre for Vocational Education Research (NCVER), under the *National Vocational Education and Training Regulator Act 2011*, for the National VET Data Collection, authenticated VET transcripts, research and surveys
- the Department of Employment and Workplace Relations (DEWR), ASQA and state training authorities
- the Department of Education (through PRISMS), the Department of Home Affairs, the Tuition Protection Service and the Overseas Students Ombudsman, under the ESOS Act
- your education agent, if you used one and agreed
- a debt collection agency, if you have overdue fees.

NCVER does not intend to disclose your information overseas. See the [NCVER Privacy Policy](#) and the [DEWR VET Privacy Notice](#). You may be contacted for a government survey and you may opt out at that time.

You can ask to see or correct your information, complain about how we handled it, or ask about this notice. Contact us using the details in section 1. Keep copies of your Student Agreement and payment receipts; we keep them for at least two years after you stop being our student.

6. Student Code of Conduct

The Code of Conduct sets out what we expect of you and what you can expect of us. A serious or repeated breach may lead to suspension or cancellation of your enrolment (see 5.8).

Area	Your responsibilities	Your rights
Policies and communication	Read and follow our policies. Respond to our messages promptly. Tell us within 7 days if your address, phone, email or emergency contact changes.	Be told about our policies and procedures. Receive clear, regular communication. Have your personal information kept confidential and secure, and access what we hold about you. Give feedback and make complaints without disadvantage.
Learning and assessment	Attend all scheduled classes. Take an active part. Complete homework and submit assessments on time. Do your own work, with no plagiarism, cheating, collusion or misuse of AI. Pay fees when due. Ask for help when you need it.	Receive quality training, assessment and support. Have assessments marked and returned within 10 working days of submission. Receive feedback, especially when a result is Not Satisfactory.
Classroom, kitchen and workshop conduct	Arrive on time and prepared. Dress appropriately and wear the uniform and PPE required. Follow safety instructions and report hazards and incidents. Use devices only when relevant to the activity. Communicate in English in class.	Trainers who are on time, prepared, knowledgeable and engaging, and who use devices only when relevant. A safe learning environment, including safe tools, equipment, kitchens and workshops.
Respect and ethics	Respect others' values and beliefs. Work with others in a professional, cooperative way. Do not harass, bully, discriminate against, or threaten anyone, in person or online. Resolve conflicts calmly. Use PCS resources only for their purpose and respect property. Do not attend under the influence of alcohol or drugs.	Have your values and beliefs respected. Be treated fairly and equally by staff and students. Respect for you and your property.

7. Living in Australia

Living and studying in Australia

Australia is a safe, multicultural and welcoming country with a strong legal system that protects the rights of residents and visitors. It has good infrastructure, public transport and one of the world's highest minimum wages. Find more at [Study Australia](#).

Cost of living

Budget carefully for rent, food, transport, utilities and study costs. Tuition fees do not include living expenses, transport or textbooks. Home Affairs sets the minimum funds you must show for your visa; check the current amount on its website. For estimates, see [Study Australia – living and education costs](#) and the [Insider Guides cost of living calculator](#). If school-aged dependants come with you, they usually pay full fees at government and non-government schools.

Accommodation

Options include renting, purpose-built student accommodation, share houses, homestays and short-term hostels. Never pay a bond or rent before seeing a property or confirming it is genuine. In NSW, rental bonds must be lodged with NSW Fair Trading. For your rights as a tenant, see [Study Australia – accommodation](#) and [NSW Fair Trading – renting](#).

Transport

Sydney has trains, buses, ferries, light rail, taxis and rideshare services. Use an Opal card or contactless payment. See [transportnsw.info](#).

Health and safety

Australia is generally safe, but be prepared. Learn about emergencies, home and fire safety, personal and transport safety, and sun and water safety. Swim only at patrolled beaches, between the red and yellow flags. See [Study Australia – health and safety](#).

Working while you study

You can work up to 48 hours per fortnight while your course is in session, and unlimited hours during scheduled course breaks. You must not start work until your course has started. Everyone working in Australia, including students, has the same workplace rights, including the minimum wage and a safe workplace. If you have a problem at work, contact the [Fair Work Ombudsman](#) on 13 13 94. See [Study Australia – work in Australia](#).

Overseas Student Health Cover (OSHC)

You must hold OSHC before you arrive and for your whole stay. This is a visa condition. OSHC helps pay for doctors, hospital care and some medicines. See [Study Australia – OSHC](#).

Emergency contacts and useful numbers

Service	Contact
Police, fire, ambulance (life-threatening emergency)	000
Police Assistance Line (non-urgent)	131 444
NSW State Emergency Service (floods, storms)	132 500
Parramatta Police Station, 12 Charles Street, Parramatta NSW 2150	(02) 9633 0799
Westmead Hospital (emergency department), Hawkesbury Road, Westmead NSW 2145	(02) 8890 5555
Parramatta Medical Centre (GP), 27 Grose Street, Parramatta NSW 2150	(02) 9633 9922
healthdirect (24-hour health advice)	1800 022 222
Poisons Information Centre	13 11 26
Department of Home Affairs (by appointment), 101 George Street, Parramatta NSW 2150	13 18 81
Translating and Interpreting Service (TIS National)	131 450
Fair Work Ombudsman	13 13 94
Overseas Students Ombudsman	1300 362 072
Black and White Cabs	133 222

Crisis and mental health support

Service	Contact	What it offers
Lifeline	13 11 14	24-hour crisis support and suicide prevention, by phone, text or online chat
Beyond Blue	1300 22 4636	Support for anxiety, depression and suicidal thoughts, by phone, chat or email (beyondblue.org.au)
1800RESPECT	1800 737 732	24-hour support for sexual assault and domestic or family violence
Study Australia student support	studyaustralia.gov.au	Links to legal, health, wellbeing and other support services

More helplines are listed at [Beyond Blue – national help lines and websites](#).

We wish you every success in your studies and your time in Australia.