



MAYFAIR  
COLLEGE



# INTERNATIONAL STUDENT HANDBOOK

Mayfair College Pty Ltd GPO Box 2866 Brisbane, QLD 4001

Phone: (07) 3733 1436 Fax: (07) 3456 1500

RTO Provider code: 31293

CRICOS Provider code: 03589G

# OUR MISSION

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*'We commit  
through  
excellence in  
hospitality  
service and  
quality in  
vocational  
training'*



MAYFAIR  
COLLEGE

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## DISCLAIMER

Mayfair College Pty Ltd has taken the appropriate measures to ensure the information published in this handbook is current at the time of printing. The management reserves the right to make changes where required and any such changes will be published and circulated through the student body and appropriate mediums.

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Head of College C/O  
Mayfair College Pty Ltd  
GPO Box 2866  
Brisbane QLD 4001

## DOCUMENT VERSION CONTROL

Document title: International Student Handbook  
Version: 1.9  
Date released: 04.01.2017  
Date of review: 14.06.2017  
Authorised by: A.Seaton

## COLLEGE CONTACT DETAILS

RTO Provider code: 31293  
CRICOS Provider code: 03589G  
A.B.N: 38114441137  
Head office address: 187 Wellington Rd  
East Brisbane QLD 4169  
Ph; 07 3456 1555  
Email; admin@mayfaircollege.com.au  
Web; www.mayfaircollege.com.au

Campus locations: Level 18, 141 Queen St  
Brisbane QLD 4000  
446 Brunswick St  
Fortitude Valley QLD 4006

187 Wellington Rd  
East Brisbane QLD 4169

College administration: Ph; 07 3733 1436  
Email; admin@mayfaircollege.com.au

# 1.0 INTRODUCTION

# Welcome

I am honoured that you have selected Mayfair College to pursue your studies. Our college provides a professional setting within which you will experience an education of the highest calibre; teaching staff with extensive knowledge and experience, and, support structures to assist in focusing on and achieving your academic goals.

Mayfair College continues to provide an inviting, enjoyable environment where students are encouraged to strive for academic excellence, broaden horizons and explore potential.

I look forward to welcoming you to our campus and assisting you in achieving your goals.

**GODFREY MANTLE**  
Director – Mayfair College



It is with great pleasure that I welcome you to Mayfair College and I look forward to meeting you and being part of your learning experience while studying with Mayfair College.

Mayfair College has a strong commitment to ensure that you have every opportunity to realise your potential and to embrace your success. Achieving your goals is very important to the college. Our trainers and staff have a lot of pride in helping you cultivate your potential so that you can achieve your goals in the most rewarding way.

Vocational training is no different to anything else in life; you only get out of it, what you put in. I am a firm believer in this philosophy, and I can assure you that we are here to help you achieve your goals and realise the potential you possess.

I am excited to welcome you and I look forward to being there with you when you succeed at each step of the way.

**ANDREW SEATON**  
Head of College – Mayfair College



## 1.3 OUR CAMPUSES

Mayfair College is proud to introduce you to our modern and fully equipped campuses, conveniently positioned in the heart of the Brisbane CBD (central business district). The college's primary faculty and classroom can be found in the iconic Queen St Mall, a culinary and shopping hub that allows students to study amongst some of the best restaurants and chefs in Australia. Students studying at Mayfair College are spoilt for choice; with endless entertainment including food, shopping, music and cultural diversity. Bars, restaurants and cafes are in abundance in and around the city, including the inner and outer suburbs. Festivals and live show extravaganzas are common in and around the South Bank precinct throughout the year.

A short drive north of Brisbane is the sunshine coast, boasting local produce markets, annual food festivals, sunshine virtually all-year-round and a haven for wine connoisseurs. Further north and stretching 3000km off the Queensland coast is the Great Barrier Reef, it is regarded as one of the 'great natural wonders of the world' and just one hour by plane.

A one hour drive south of Brisbane puts you into the centre of the Gold Coast; famous world-wide for its beaches, hinterland, and world heritage listed national parks, mountainous regions and villages that celebrate unforgettable gastronomic experiences. From Surfer's Paradise, to Mermaid Beach, all the way to Coolangatta, stretches popular tourist beaches and a city that comes alive at night.

Escaping the Brisbane city provides a wonderful opportunity for students to get away and experience the many natural wonders of Brisbane, Queensland and Australia. Queensland is home to Australia's most awarded tourist attractions and is visited by millions of tourists each year. The Brisbane international airport is only 30 minutes from the city CBD which provides for endless travel opportunities.

## 1.4 IMPORTANT CAMPUS INFORMATION AND CONTACTS

Should you wish to make enquiries about your course, change details, notify the college regarding a change in circumstances, or any other matter, then your first point of contact is with the Student Welfare Officer (contact details below).

### MAIN FACULTY CAMPUS AND RECEPTION:

Level 18, 141 Queen St, Brisbane QLD 4000  
Ph: 07 3733 1436  
Email: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)  
Office hours: Mon to Fri 8am to 4pm  
After hours phone number: 0411 055 280

### STUDENT WELFARE OFFICER:

Miss Jennifer Ward  
P: 07 3733 1436 | E: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

### HEAD OF COLLEGE:

Mr Andrew Seaton  
P: 0411 055 280 | E: [Andrew.seaton@mayfaircollege.com.au](mailto:Andrew.seaton@mayfaircollege.com.au)

### COMMERCIAL COOKERY TRAINERS:

Mr Simon McAllister  
P: 07 3733 1436 | E: [simon.mcallister@mayfaircollege.com.au](mailto:simon.mcallister@mayfaircollege.com.au)

Mr Brian McCallum  
P: 07 3733 1436 | E: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

Mr Jonathan Pembroke  
P: 07 3733 1436 | E: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

### HOSPITALITY TRAINERS:

Miss Kelcy Weber  
P: 07 3733 1436 | E: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

Mr Brian McCallum  
P: 07 3733 1436 | E: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

## 1.5 INFORMATION ABOUT STUDYING IN AUSTRALIA

Please visit the following websites to find out about studying in Australia.

### Queensland;

<http://www.studyqueensland.qld.edu.au/>

<http://www.visitqueensland.com/>

<http://www.queensland.com/>

### Study in Australia;

<http://www.studyinaustralia.gov.au/>

### Living in Australia;

<https://www.studyinaustralia.gov.au/global/live-in-australia>

### Life in Australia Book;

<https://www.border.gov.au/Trav/Life/Aust/Life-in-Australia-book>

*Translated versions can also be accessed from the same site*

### Other important websites:

Overseas Students Ombudsmen; <http://www.oso.gov.au/>

Department of Immigration and Border Protection (DIBP)

The Australian Government's Department of Immigration and Border Protection provides comprehensive information about student VISA requirements and the application process, as well as <http://border.gov.au/> for the latest information.

Student VISA options; <http://border.gov.au/Trav/Stud>

Applying for a Student VISA; <http://www.border.gov.au/Trav/Visa-1>

Provider default (if your provider can no longer offer your course for study); <http://border.gov.au/StudyinginAustralia/Documents/edu-provider-default.pdf>

## 1.6 INFORMATION ABOUT STUDYING IN QUEENSLAND

For information on studying in Queensland please visit the following websites: <http://www.studyqueensland.qld.edu.au/>

<http://www.visitqueensland.com/>

<http://www.queensland.com/>

### Queensland weather:

<http://bom.gov.au/qld>

<http://weatherzone.com.au/quick/localities.jsp>

### Visiting surrounding areas:

<http://queensland.com/en-AU/Explore-Queensland/Brisbane>

<http://queensland.com/en-AU/Explore-Queensland/Gold-Coast>

<http://queensland.com/en-AU/Explore-Queensland/Sunshine-Coast>

### Australian Laws and travel tips:

<http://australia.gov.au/topics/law-and-justice>

<http://australia.gov.au/topics/immigration>

<http://www.australia.gov.au/information-and-services/passports-and-travel/tourism>

# 1.7 ACCOMMODATION OPTIONS IN AUSTRALIA AND LIVING IN BRISBANE

**Living in Brisbane** Brisbane has been voted one of the most beautiful cities in the world. There is a wide variety of things you can see and do when not studying. Australian beaches are well known around the world, in particular the beaches at the Gold Coast and Sunshine Coasts are among the best in Australia and Brisbane is only 45 minutes from both coasts. This is why living in Brisbane can be so enjoyable.

Brisbane is also becoming known for its great food, wines and a multitude of sporting and cultural activities. Add this to the relaxed lifestyle and great weather and you will quickly understand why Brisbane is one of the best cities in the world, not only to study but also to live.

Most students wish to live within walking distance of the campus because it is situated in the centre of the business and shopping hub of Brisbane city. This is not always possible and is usually influenced by availability and cost. Often it is more cost-effective to live further from the campus but closer to suburban shopping centres and public transport.

Students of Mayfair College are responsible for organising their own accommodation prior to arriving and commencing any studies. There are many accommodation options available to you whilst studying in Brisbane. Some of these include:

- Student apartment living
- Homestay living
- Rental Accommodations, and
- Share/Flat share accommodation

Please note; the following information and examples are only provided to you as a guide. With so many different options available for you to choose from, it is important that you choose the right accommodation option specific for you, your needs, and within your budgets. You must also be fully aware of your obligations under your VISA conditions when studying and living in Australia.

## STUDENT APARTMENT LIVING

These can vary from sharing a bunk studio, 2 persons from \$299 per person per week, up to executive living range from \$500 and above (depending on styles and location). The following links are examples only, there are many more offering various styles, locations and price range: <http://studentone.com/>  
<http://atira.com/locations/brisbane/south-brisbane/>  
<http://urbanest.com.au/brisbane/>

## HOMESTAY LIVING

Homestay is an option for those students who would like to stay in a family atmosphere whilst studying. Prices can vary considerably anywhere from \$200 per week onwards. This is just one example as there are many more offering various options and prices. The following links will assist you in researching homestay options:

<http://homestaynetwork.org/>  
<http://homestay.com/>  
<https://www.brisbanehomestay.org/>

## RENTAL ACCOMMODATION

There are hundreds and hundreds of options available for renting various rental properties. Prices, styles and locations can be sourced from many websites offering this service. The following link can assist in searching for rental properties in and around Brisbane: <https://www.realestate.com.au/rent>

## SHARE FLAT SHARE ACCOMMODATION

Accommodation sharing is also a cheaper alternative that may be suitable if you have a low budget. It is where you are sharing with other students or people in a share house hold or apartment. They can range from low, medium or high range pricing. The following

weblinks can assist you in some of the options available:

<http://flatmates.com.au/rooms/brisbane/>

<https://www.flatmatefinders.com.au/>

<http://gumtree.com.au/s-flatshare-house/>

Most student VISA's allow you to bring your family members to Australia as your dependants (check your individual circumstances and visit the DIBP website for further details). Family members include your spouse (wife/husband) and your dependent children. Before bringing your spouse or children to Australia, you will have to prove that you can support them financially. The cost of supporting a family in Australia can be considered high. You may have to consider and discuss many issues with your family.

Rather than bringing your family together with you to Australia, some students may find it useful to arrive first, settle into studies, find appropriate accommodation, adjust to living in Australia and then arrange for their family to join them.

Before making a decision to bring your family to Australia it is important to consider the following issues:

- The cost of airfares for you and your family to and from Australia
- Possible higher rent for a larger home
- Limited employment opportunities for your spouse
- Extra costs for food, clothing and other necessities
- The effect on you and your studies if your family is not happy in Australia
- Whether your children will adjust to school in Australia
- Waiting lists for child care centres
- Whether to come alone to Australia first and arrange things for your family, or for all to come at the same time

For further information visit: <http://border.gov.au/Trav/Life>

## CHILD CARE

Finding suitable childcare in Australia requires patience and planning. Waiting lists for places in most childcare centres are long.

Many schools offer before-and-after-school care programs (usually 7:30am – 8:45am and 3:30pm – 6:00pm). Children who need these programs must be registered with the school.

## SCHOOLS

If you intend to bring your children to Australia, you must be aware of the following schooling issues:

1. It is an immigration policy that school-age dependents of international students undertake formal schooling while they are in Australia
2. You will need to provisionally enrol your child in a school before you leave your home country and you will normally have to pay the school fees one semester in advance. The school will issue an electronic Confirmation of Enrolment Form (eCoE) stating the program and its duration, so that you can obtain the appropriate VISA for your child/children
3. The Diplomatic Mission in your country can tell you which state schools are registered to take international students. Fees are usually payable by international students at all state schools
4. You will be responsible for school fees and other costs including school uniforms, books, excursions and stationary
5. When choosing the most appropriate school for your child/children, it is best to ask questions about the school's curriculum, size, extra-curricular activities and the size of individual classes
6. You should also take into consideration the distance from the school to your education institution (Mayfair College), the suburb in which you intend to live and the method of transport you plan to use.

For further information on schools and schooling in Queensland visit: <https://schoolsdirectory.eq.edu.au/>

## 1.8 OVERSEAS STUDENT HEALTH COVER (OSHC)

Overseas student health cover (OSHC) is insurance that provides cover for the costs of medical and hospital care which international students may need while in Australia and is mandatory for all international student VISA holders. OSHC will also cover the cost of emergency ambulance transport and most prescription drugs.

### HOW DO YOU GET OSHC?

Only Australian health funds that have signed an agreement with the Australian Government can provide OSHC. Most Australian education institutions have a preferred OSHC provider. Depending on the institution you will be attending, you will be required to join one of the below registered health funds. You may choose to change your health fund at any time, but you will need to abide by the conditions of change of the health fund provider you are leaving. OSHC Providers:

Medibank Private: <http://www.medibank.com.au/health-insurance/>

NIB: <http://www.hcf.com.au/healthinsurance/overseas-visitors-health-cover/>

BUPA: <http://www.overseasstudenthealth.com>

Australian Health Management: <http://ahmoshc.com/english>

Some students may be exempt from enrolling in the OSHC such as students from countries whose Governments may have Reciprocal Health Agreements for students in Australia. Note: Only some reciprocal health agreements cover students in Australia, some will only cover visitors. You should determine if you are eligible before you apply for your VISA to come to Australia.

Further information on OSHC can be found at:

<https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

<http://www.health.gov.au/internet/main/publishing.nsf>

# 2.0 STUDENT VISA CONDITIONS AND RELATED POLICIES

## 2.1 STUDENT VISA CONDITIONS

If you are granted a VISA, you must abide by the conditions set out within the VISA documents. Failure to comply with these conditions could result in the cancellation of your VISA.

These conditions include (but are not limited to):

- Complete the course within the duration specific on the CoE (Confirmation of Enrolment)
- Maintain satisfactory academic progress
- Maintain satisfactory attendance
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with your principal education provider for 6 calendar months, unless issued with a letter of release from the College to attend another institution
- Notify your training provider of your Australian address, phone or email and any subsequent changes of address within 7 days

For the full list of mandatory and discretionary student VISA conditions including rules for working while studying visit: <http://www.border.gov.au/Trav/Stud/More/Visa-conditions/visa-conditions-students>

## 2.2 MIGRATION AGENTS

A migration agent can assist you in submitting your VISA application and communicate with DIBP on your behalf, but please note that you do not need to use a migration agent to lodge any kind of VISA application.

## 2.3 RECRUITMENT AGENTS

Mayfair College appoints recruitment agents to promote our courses to prospective students. Agents are responsible for providing the

necessary information outlined in the selection criteria prior to enrolment.

## 2.4 CHANGE OF COURSE

A student can change a course before any subject starts. Relevant exemptions will be given if any equivalent subjects have been completed in the previous course. Any balance of the fees from the previous course will be forwarded to the new course. Students will only be charged if a new eCoE has to be issued.

## 2.5 DISCONTINUATION OF STUDIES

Students must inform Mayfair College of their intention to discontinue studies. All requests for refunds will be assessed in accordance with Mayfair Colleges' Refund Policy.

## 2.6 DEFERRING, SUSPENDING, NOT ATTENDING OR CANCELLATION OF ENROLMENT

Students should be aware that if enrolment is deferred, suspended, not attended or cancelled, their student VISA status may be affected. Mayfair College is obligated to inform DIBP to any changes to a student's enrolment which may result in a change of VISA status.

# 3.0 PRE-ARRIVAL AND ARRIVAL INFORMATION

## 3.1 IMPORTANT INFORMATION AND EMERGENCY CONTACTS

### Mayfair College

General contact phone: (07) 3733 1436  
Email: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

Student welfare officer  
Phone: (07) 3733 1436  
Email: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)  
24hour contact phone: 0411 055 280

### In case of an Emergency (whilst in Australia)

Police, Fire & Ambulance  
Phone: 000 from a landline or phone box or 112 from a mobile phone

### Department of Immigration and Border Protection (DIBP) Offices

Phone: 131 881  
<http://www.border.gov.au/about/contact/offices-locations/australia>  
<http://www.border.gov.au/about/contact/make-enquiry>

Brisbane office: 299 Adelaide St, Brisbane QLD 4000  
GPO Box 9984, Brisbane QLD 4001  
Office hours: 9:00am to 4:00pm Monday to Friday

### Immigration offices outside of Australia:

<http://www.border.gov.au/about/contact/offices-locations>

### Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website the Department of Foreign Affairs and Trade website has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

<http://dfat.gov.au/about-us/our-locations/missions/pages/our-embassies-and-consulates-overseas.aspx>

### Some Embassies/Consulates are listed below for your convenience:

China PR - Phone: (03) 9822 0604  
India - Phone: (02) 6273 3999  
Vietnam - Phone: (02) 6286 6059  
Japan - Phone: (03) 9639 3244  
Korea South - Phone: (02) 6273 3044

For a complete list of foreign embassies in Australia: <http://protocol.dfat.gov.au/Mission/list.rails>

### Local Hospital – Royal Brisbane and Women’s Hospital

Butterfield St & Bowen Bridge Rd, Herston QLD 4029  
Ph: (07) 3646 8111 \*Dial 000 For emergencies  
There is also a range of local medical centres situated in around the Brisbane area.

### Australian Taxation Office (ATO)

Office phone: 13 28 65  
<http://www.ato.gov.au/individuals/tax-file-number/apply-for-a-tfn/foreign-passport-holders,-permanent-migrants-and-temporary->

[visitors---tfn-application/](#)

### Unique Student Identifier service (USI)

Office phone: 1300 857 536  
<http://usi.gov.au>

### Translating and Interpreting Service

Provides 24 hour telephone translation and interpreting services (charges apply)  
Phone: 131 450

### Transport in the local area

Translink (trains, busses & ferries) offers comprehensive information regarding timetables, journey planners and up-to-minute information regarding transport services in and around Brisbane  
Phone: 13 12 30  
<https://translink.com.au/>

### Taxi/cabs

Phone: 13 19 24

## 3.2 THINGS TO DO BEFORE ARRIVING IN AUSTRALIA

Students will need to make their own travel arrangements to Australia. Please try to arrive at least 1 – 2 weeks before the start of Student Orientation to allow time for settling in, adjusting to the climate and overcoming jet-lag.

- Apply for passport
- Arrange student VISA
- Make contact with Mayfair College
- Complete required forms with Mayfair College
- Make payments to Mayfair College
- Arrange for immunisations and medications from doctor
- Apply for credit card and/or arrange sufficient funds
- Confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance / OSHC
- Advise Mayfair College of travel details
- Arrange accommodation
- Arrange transport from the Brisbane airport to accommodation
- Pack bags being sure to include the following:
  - Name and contact details of a Mayfair College representative
  - Enough currency for taxis, buses, phone calls, etc. in the event of an emergency

### IMPORTANT DOCUMENTS TO PACK:

- This student handbook
- Passport
- Letter of offer from the college
- Confirmation of Enrolment (eCoE)





- Certified copies of qualifications & certificates
- Travel insurance policy
- ID cards, drivers licence, birth certificate
- Receipts of payments paid
- Medical records and/or prescriptions

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. Make copies of all your documents and leave them behind with your family in case you lose the originals and your family can arrange for the copies to be forwarded to you.

### 3.3 UPON ARRIVAL IN AUSTRALIA

- Call home
- Settle into accommodation
- Contact Mayfair College
- Purchase household items and food
- Enrol children in school (if applicable)
- Attend international student orientation at the College (compulsory)
- Advise Mayfair College of your address, phone and email
- Get student ID card

- Advise health insurance company of address & get card
- Open a bank account
- Attend faculty/course specific orientation sessions
- Get textbooks
- Apply for tax file number seeking work (ATO – Australian Taxation Office)
- Apply for USI (Unique Student Identifier – USI Office)
- Get involved in student life and associations

### 3.4 ORIENTATION DAY

Student orientation day is mandatory for all students to attend. The purpose of the day is to help all students in their transition to college and to get familiar with their trainers, college faculty and get to know their fellow students. It also provides students with important information regarding:

- Student support services
- Facilities and resources
- Student VISA conditions relating to the course and course progress
- Course information
- Obtain student I.D. cards
- Understanding student obligations and responsibilities
- Allocation of time to ask questions and seek further assistance and information
- Receive uniforms and tools as required



It is also your opportunity to network with possible industry partners keen on the prospect of searching for your future skills and service experience within the hospitality sector.

Lunch and refreshments will be provided at one of Brisbane's most iconic and well known restaurants.

Students will be notified of when orientation day is on receiving their eCoE for their nominated course. Students who are unable to attend the day must notify the student welfare officer 7 days before the event.

#### WHAT TO BRING ON THE DAY?

- Your passport and photo identification
- Your letter of offer and eCoE
- All relevant certifications, qualifications, subjects attained and work experience documents
- Proof of residential address in Australia (copy of rent lease, electricity account etc.)

#### WHAT TO WEAR ON THE DAY?

- All students must wear smart casual clothes with closed in footwear; thongs, shorts, singlets are not acceptable.

#### HOW TO GET THERE?

Details on how to get to the student orientation day can be accessed via the website: <http://mayfaircollege.com.au>

### 3.5 STUDENT SUPPORT SERVICES

Mayfair College staff are ready to provide friendly and helpful advice covering all aspects of your course and stay whilst study in Australia. Student support services include;

- Emergency and health services advice
- Facilities and resources

- Student VISA conditions
- Course conditions and processes for complaints and appeals
- Assistance with learning outcomes
- Welfare and guidance
- Academic support services
- Tutorial assistance
- Translation services

The Student Welfare Officer will always be the first point of contact should you have questions or require any assistance. Contact details are on page 5 & on the Mayfair College website.

### 3.6 WHAT NOT TO BRING

Australian Customs Services and Quarantine are considered to be quite strict. If you are in doubt about whether or not goods are prohibited or not, declare it anyway upon entry on the 'Passenger Card' which you will receive on the plane. Students have received on-the-spot fines for not declaring items whilst entering Australia. For further information visit the Australian Customs website: <http://www.border.gov.au/>

The following links on the border website are also helpful:

- <http://www.border.gov.au/Trav/Visi>
- <http://www.border.gov.au/Trav/Ente>
- <http://www.border.gov.au/Trav/Life>
- <http://www.border.gov.au/visasupport>
- <http://www.border.gov.au/importingorbuyingfromoverseas>
- <http://www.border.gov.au/studyinginaustralia>
- <http://www.border.gov.au/workinginaustralia>
- <http://www.border.gov.au/bringingyourfamilyorpartners>
- <http://www.border.gov.au/refugeeandhumanitarian>
- <http://www.border.gov.au/Trav/Citi>
- <http://www.border.gov.au/visas>
- [http://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](http://www.border.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo))

# 4.0 STUDYING WITH MAYFAIR COLLEGE

## 4.1 CURRENT COURSES AVAILABLE AT MAYFAIR COLLEGE

For the most current list of courses available to International students, visit: <http://cricos.education.gov.au/Institution/InstitutionDetails.aspx?ProviderID=3589>

### Nationally Accredited Qualifications:

SIT30616 Cert III in Hospitality (CRICOS course code: 094786E)

SIT50416 Diploma of Hospitality Management (CRICOS course code: 094789B)

SIT30816 Cert III in Commercial Cookery (CRICOS course code: 094787D)

SIT40516 Cert IV in Commercial Cookery (CRICOS course code: 094788C)

## 4.2 COURSE INFORMATION

For up to date course details including costs, durations and course subjects visit our website: <http://mayfaircollege.com.au>

All nationally accredited courses are delivered 20 hours per week minimum classroom learning and/or practical learning and assessments, vocational placement, plus 5 hours per week self-paced study. Students must attend a minimum of 20 hours per week, or as per your timetable if there is an approved online element to the course. For a comprehensive list of schedules and course timetables, including entry requirements (academic and English), course credit/RPL, content, duration and costs, assessment methods and modes of delivery/study, please refer to the individual course marketing material found on our website.

*Note: Fees are subject to change.*

## 4.3 RPL (RECOGNISED PRIOR LEARNING) & COURSE CREDIT

'Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held, includes academic credit and recognition of prior learning.'

Students that already have a Statement of Attainment for a unit of competency may apply for course credit. Course credit may reduce the length of a student's course. Students that believe they already have the skills and knowledge required to demonstrate competency can request RPL.

Mayfair College requires students to complete the Application for Recognition of course Credit/RPL Form for assessment by the relevant trainer. Evidence is required to substantiate previous knowledge/qualifications.

Mayfair College may require students to complete an assessment to demonstrate competency. If Mayfair College grants the student course credit/RPL which leads to a shortening of the student's course before the student VISA is granted, the eCoE will indicate the actual net course duration for the course. If credit/RPL is granted after the student's VISA is granted, any change of course duration will be reported to DETE (Department of Education

Training and Employment) via PRISMS (Provider Registration and International Students Management System) within 14 days after the event as specified under Section 19 of the ESOS (The Education Services for Overseas Students Act 2000) Act.

For further information about course credit please ask for a full copy of our Course Credit Policy.

## 4.4 GENERAL ENTRY REQUIREMENTS

Mayfair College staff and approved recruiting agents, recruit students in an ethical manner in line with our Access and Equity policy. All local and international students must meet the requirements outlined in the course documentation and in the Entry Requirements section for each course. During the selection process, students will be given the following information:

- Course details
- Course pathways
- Learning and assessment methods
- Fees and charges
- Facilities and services
- Legislation, regulations and policies and procedures
- Uniforms & workwear price list

Student selection and registration into Mayfair College is based on satisfying institute entry criteria covering English proficiency, academic qualifications, work experience, age and VISA status. Students must provide one of the following requirements to enter in any course with Mayfair College:

### English

- IELTS 5.5 (International English Language Testing System)
- English Certificate of Upper Intermediate or higher from a English Language School in Australia

### Academic

- Provide evidence of a Vocational Education/University Certificate (Australian) of up to Cert III or equivalent to Year 12 academic qualification

*Note: Every application is individually assessed*

## 4.5 ENROLMENT PROCEDURE

Applicants wishing to enrol with Mayfair College must follow the below procedure:

1. Complete and submit the Mayfair College enrolment form along with the following:
  - Two (2) recent passport sized photographs (not more than 6 months old)
  - A photocopy of your passport identity page
  - Attached English and Academic evidence as outlined in section 4.4 General entry requirements
  - Enrolment fee (details as per section 4.6 Fees and charges)
2. Submit your enrolment form including all the attached documents, evidence and enrolment fee by either: Post: Mayfair College, GPO Box 2866, Brisbane QLD 4001, Australia Or Email: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)



If your application is successful with Mayfair College, we will send you a Letter of Offer, an invoice and a written agreement. Once you receive the Letter of Offer, you must pay the tuition fees and sign and return the written agreement to the college. Once received we will forward you an eCoE (electronic Confirmation of Enrolment). All fees must be paid in AUD\$ (Australian dollars) only.

Note: The 'Mayfair College Enrolment Form' can be downloaded via the college website: <http://mayfaircollege.com.au>

## 4.6 FEES AND CHARGES

All fees and charges must be paid in AUD\$ (Australian dollars) only. All fees and charges must be paid in advance by the date shown on the letter of offer and/or any issued invoice relating to the applicable fees and charges. Penalties may be incurred on late payments (see section 4.7 Late payment of fees and charges).

All fees and charges are subject to change. Mayfair College will honour tuition fees quoted for enrolled students so long as the student commences tuition within 12 months of enrolment date.

Should students need to repeat a subject(s) a pro rata tuition fee is payable. There is no reduction in fees for subject(s) exemptions.

An enrolment/application fee of \$200.00 (AUD\$) applies to all enrolments for all nationally accredited courses and is mandatory when submitting the enrolment form. This fee is non-refundable. Mayfair College is not responsible for any monies paid to agents or third parties.

A complete list of fees and charges can be accessed via our website: <http://mayfaircollege.com.au>

## 4.7 LATE PAYMENT OF FEES AND CHARGES

If fees and charges have not been paid in full by the date written on the invoice, students may be restricted from attending class, sitting examinations/assessments, submitting assessments and/or receiving results until the outstanding fees and charges have been paid in full.

A penalty fee of \$100.00 (AUD\$) will be incurred for payments not paid in full by the due date.

Payment plans on overdue accounts may be offered to students on a case-by-case basis and must be submitted in writing to the Head of College seven (7) days prior to the due date. This does not guarantee acceptance of a payment plan, however, consideration and determination based on the students' individual circumstances will be assessed.

Should fees remain overdue for seven (7) days past the due date and a payment plan has not been accepted by the college, then Mayfair College will inform the student in writing of our intention to report the student for non-payment of fees to DIBP. For complete details of late payment of fees and charges visit the college website on: <http://mayfaircollege.com.au/policiesandprocedures/mayfair-college-policies-and-procedures.pdf>

## 4.8 METHODS OF PAYMENT

1. EFT (Electronic funds transfer) or,
2. Bank Cheque (made payable to Mayfair College Pty Ltd)

Bank account details:

Account name: Mayfair College

BSB number: 014278

Account number: 836652666

Bank: ANZ

Branch: 31 Ipswich Rd, Woolloongabba QLD 4102, Australia

Swift code: ANZBAU3M

## 4.9 PROTECTION OF FEES

Under the Tuition Protection Service (TPS) framework, if Mayfair College is unable to fulfil its obligations to complete a course/courses, the TPS will facilitate the placement of students in the first instance and where this is not possible, provide a full refund of unexpended tuition fees (I.e. tuition the student has paid for but has not been delivered by the provider).

Further information can be obtained by visiting:

<https://tps.gov.au/StaticContent/Get/StudentAei>

<http://mayfaircollege.com.au>

## 4.10 REFUND POLICY

Full details of the complete Mayfair College Refund Policy can be accessed via: <http://mayfaircollege.com.au>

# 5.0 LEGISLATION AND POLICIES

## 5.1 CRICOS (COMMONWEALTH REGISTER OF INSTITUTIONS AND COURSES FOR OVERSEAS STUDENTS) LEGISLATION

The following relate to legislative regulations pertaining to the provision of International Student services:

- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

These and other related Acts and Regulations can be accessed via: <http://docs.education.gov.au>

## 5.2 LEGISLATION INFORMATION FOR INTERNATIONAL STUDENTS

The Education Services for Overseas Students Framework (ESOS) that includes the ESOS Act 2000, ESOS Regulations and National Code and related laws set out the requirements for providers who deliver education services to international students on a student VISA.

These laws protect international students and also help ensure students meet student VISA conditions for attending classes and making satisfactory progress in their studies while in Australia.

For further information on Australian Legislation and how it affects international students visit:

<http://internationaleducation.gov.au/regulatory-information/pages/information-for-students.aspx>

## 5.2 LEGISLATION INFORMATION FOR INTERNATIONAL STUDENTS (CONTD)

<https://internationaleducation.gov.au/Regulatory/Information/Pages/Regulatoryinformation.aspx>

VISA information: <http://border.gov.au/trav/visa-1/572>

# 6.0 STUDENT CODE OF CONDUCT

## 6.1 STATEMENT

Study requires students to use their initiative, work as a team and be honest, loyal, respectful and courteous. It is expected that you will treat your fellow students, college faculty and property with the utmost respect at all times.

Mayfair Colleges' code of conduct sets clear standards of

behaviour and defines the roles and responsibilities of members of the college community (students, faculty and staff) in supporting these standards. It also specifies the mandatory consequences for students and staff that do not comply with the code.

The full and comprehensive student code of conduct and rules and regulations can be accessed via the website: <http://mayfaircollege.com.au>

# 7.0 POLICIES AND PROCEDURES

## 7.1 NATIONAL CODE

Mayfair College is bound to provide the highest possible standards to all students. A complete and comprehensive list of policies and procedures, including the National Code for Training Providers and the Standards for Registered Training Organisations can be accessed via the website these include:

Pre-enrolment engagement of students

- Standard 1- Marketing information practices
- Standard 2- Student engagement before enrolment
- Standard 3- Formalisation of enrolment
- Standard 4- Education agents

Care for and services to students

- Standard 5- Younger students
- Standard 6- Student support services

Students as consumers

- Standard 7-Transfer between registered providers
- Standard 8- Complaints and appeals

The student visa programme

- Standard 9- Completion within the expected duration of study
- Standard 10- Monitoring course progress
- Standard 11- Monitoring attendance
- Standard 12- Course credit
- Standard 13- Deferring, suspending or cancelling the student's enrolment

Staff, educational resources and premises

- Standard 14- Staff capability, educational resources and premises
- Standard 15- Changes to registered providers' ownership or management

<http://mayfaircollege.com.au>

# 8.0 ASSESSMENTS

## 8.1 COMPETENCY BASED TRAINING AND ASSESSMENT

Competency means that students studying at Mayfair College must demonstrate their skills and knowledge. Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. The purpose of assessment is to confirm that the individual can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards.

Skills and knowledge can be obtained through:

- Classroom theory and assessments
- Online tuition and assessment submission
- Workplace skills attainment and observation assessment
- Previous skills and knowledge attainment

## 8.2 RULES OF EVIDENCE

### VALIDITY

The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

### SUFFICIENCY

The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

### AUTHENTICITY

The assessor is assured that the evidence presented for assessment is the learner's own work.

### CURRENCY

The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

## 8.3 PRINCIPLES OF ASSESSMENT

### FAIRNESS

The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.

The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.

### FLEXIBILITY

Assessment is flexible to the individual learner by:

- reflecting the learner's needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Evidence presented for assessment is consistently interpreted and assessment results



### VALIDITY

Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.

Validity requires:

- assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.

### RELIABILITY

Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

## 8.4 TRAINER / ASSESSOR CURRENCY

Mayfair Colleges' trainers and assessors will objectively assess evidence against the endorsed training package standards. All trainers and assessors hold:

- Relevant qualifications
- Certificate IV in Training, Assessment and Education
- Industry experience

# 9.0 STUDENT / PARENT DECLARATION

STUDENTS NOTE: YOU ARE REQUIRED TO RETURN A SIGNED COPY OF THIS PAGE TO MAYFAIR COLLEGE WITH YOUR ENROLMENT APPLICATION.

(FROM INTERNATIONAL STUDENT HANDBOOK MAY16 V1.9)

I have read and understood all of the information contained in this International Student Handbook. I have read and understood the associated links provided including all policies and procedures and the recommended websites.

I am aware of the restrictions placed on my enrolment as I am on an International Student VISA, including:

(PLEASE TICK THE BOXES TO CONFIRM YOU HAVE RECEIVED, READ AND UNDERSTOOD THE RELEVANT INFORMATION)

- Completing the course within the duration specific on the eCoE
- Maintaining satisfactory attendance and academic progress
- Maintaining approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with my principal education provider for 6 calendar months, unless issued a letter of release from a provider to attend another institution
- Notify my training provider of my Australian address and any subsequent changes of address, phone, or email within 7 days
- I am only allowed to work up to 40 hours per fortnight during school study periods
- I have been provided with information regarding:
  - requirements for acceptance into a course, including the minimum level of English language required, academic qualifications or work experience required and whether course credit may be applicable
  - the course content and duration, qualification offered, modes of study and assessment methods
  - campus locations and a general description of facilities, equipment, learning and library resources available
  - details of any arrangements with another registered provider, person or business to provide the course or part of the course
  - indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies
  - information about the grounds on which my enrolment may be deferred, suspended or cancelled
  - a description of the ESOS framework made available electronically in this handbook
  - relevant information on living in Australia including:
    - i. indicative costs of living
    - ii. accommodation options; and
    - iii. where relevant, schooling obligations and options for school-aged dependants of intending students, including that school fees may be incurred

I understand the student responsibilities, code of behaviour/rules, conditions of enrolment, VISA conditions and policies outlined in this handbook and all the links provided.

I am aware of my obligation to pay all outstanding course fees and understand Mayfair College will pursue outstanding fees under Australian Law.

STUDENT NAME (PLEASE PRINT):

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DATE:

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STUDENT SIGNATURE:

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UNSIGNED DECLARATIONS CANNOT BE PROCESSED.  
EDUCATION AGENTS CANNOT SIGN ON BEHALF OF STUDENTS.

PLEASE RETURN THIS SIGNED DECLARATION WITH YOUR ENROLMENT FORM AND RETURN TO:

Post: Mayfair College Pty Ltd, GPO Box 2866, Brisbane QLD 4001

Email: [admin@mayfaircollege.com.au](mailto:admin@mayfaircollege.com.au)

Direct: Level 18, 141 Queen St, Brisbane QLD 4001



# MAYFAIR COLLEGE

Mayfair College Pty Ltd GPO Box 2866 Brisbane, QLD 4001  
Phone: (07) 3733 1436 Fax: (07) 3456 1500  
RTO Provider code: 31293  
CRICOS Provider code: 03589G