

National Code Standard 2

Pre-enrolment Information

Overview

This information is provided to give you a summary of our requirements should you decide to enrol with our College. This information plus our website should provide you with relevant information about various areas that will affect your study options and what we will expect of you during your studies and your responsibilities and obligations should you enrol with our College.

We believe that it is extremely important for students to have an understanding of where they will be studying, what they will be studying, how they will be assessed, their responsibilities to the College and to Australia generally and their obligations once they become a student. It's not all hard work, as we try to provide students with excursions and assist them to assimilate to the Australian way of life. In addition, students coming to Australia on Study Visas are allowed to work for up to 40 hours per fortnight during term and unrestricted hours during vacation periods.

We'd like you to remember that we are here to help you, but we require that our students comply at all times with their relevant visa conditions. Our friendly staff can provide assistance with giving you advice about living conditions in Australia, who to turn to for help, referrals to various religious and cultural organisations and – most importantly – provide moral support when students are homesick.

We've selected the following extract from the Australian Government's website to help students understand what life in Australia is going to be like – we hope it helps you understand what we at the College expect and what the general Australian community expects.

Intending students are encouraged to read the full version of the booklet – it will make it a lot easier for you when you apply for the relevant visa to study in Australia. The booklet is available online at http://www.border.gov.au/LifeinAustralia/Documents/lia_english_full.pdf. It has also been translated into numerous languages to make it easier for intending visitors and students to Australia to read and understand. The booklet is well worth reading if you are considering Australia as a study destination as it gives an invaluable insight into life in Australia which can be quite different from the life you are used to in your home country. Intending overseas students should note that there is a "Values Statement" which the Australian Department of Immigration and Border Protection may require you to sign prior to the issue of a visa.

Australian Values – extract from the Australian Government's booklet "Life in Australia"

"As part of the visa application process, many visa applicants must confirm that they will respect Australian values and obey the laws of Australia.

Australian values include respect for the equal worth, dignity and freedom of the individual, freedom of speech, freedom of religion and secular government, freedom of association, support for parliamentary democracy and the rule of law, equality under the law, equality of men and women, equality of opportunity and peacefulness. They also include a spirit of egalitarianism that embraces fair play, mutual respect, tolerance, compassion for those in need and pursuit of the public good.

It is also important to understand that English is the national language and is an important unifying element of Australian society.

These values provide the basis for Australia's free and democratic society. They include:

- *respect for the equal worth, dignity and freedom of the individual*
- *freedom of speech*
- *freedom of religion and secular government*
- *freedom of association*
- *support for parliamentary democracy and the rule of law*
- *equality under the law*
- *equality of men and women*
- *equality of opportunity*
- *peacefulness*
- *a spirit of egalitarianism that embraces tolerance, mutual respect and compassion for those in need.*

There is a strong community spirit in Australia and Australians seek to enhance and improve the society in which they live. Many Australians contribute to the community in their daily lives. They may demonstrate this through caring for the environment, lending a hand and working together in times of need in pursuit of the public good.

Australia has a strong tradition of 'mateship', where people provide help to others voluntarily, especially those in difficulty. A mate is often a friend but can also be a spouse, partner, brother, sister, daughter or son. A mate can also be a total stranger. There is also a strong tradition of community service and volunteering.

The values outlined above have been promoted and discussed by Australians over many years. They have helped Australia to welcome and integrate successfully millions of people from many ethnic groups and cultural traditions.

Australia's cultural diversity is a strength which makes for a dynamic society. Within the framework of Australia's laws, all Australians have the right to express their culture and beliefs.

But at the same time, all Australians are asked to make an overriding commitment to Australia – its laws, its values and its people."

Australia has a fantastic lifestyle ranging from the relaxed country to a cosmopolitan lifestyle in the various city areas – we'd love you to come and join us, but remember to do some homework first about what you may expect from life in Australia.

College Location and Facilities

The College is located at Bankstown in Sydney's south-western suburbs, approximately 18 kilometres south-west of the Sydney CBD – approximately 35 – 40 minutes by train. The cost of living at Bankstown is much cheaper than living in the central Sydney suburbs. Bankstown is experiencing a huge growth in residential apartments and shops due to the large influx of people relocating to this popular suburb.

Our courses have been conducted at Level 1, 7 Greenfield Parade, Bankstown for the past eleven years with Hospitality and Commercial Cookery courses now conducted at our new premises and training restaurant at 44 Raymond Street, Bankstown. The premises are modern, air-conditioned and carpeted with an on-site fully-equipped commercial kitchen and training restaurant. To make our courses more industry relevant, a number of our courses include a period of training on-the-job (work component) which the College organises for students. Students enrolling in courses with a work component will be advised of their designated work placement venue during the course.

Student facilities include a kitchenette with refrigerator, microwave, toaster, table, chairs, crockery and cutlery. There is a student recreational area with a pool table, chess sets, cards, games, a large television and a radio/CD player. There is also free internet available for student use to check their emails and computers for theory classes. There is a student library and access to relevant training resources. Our staff are all qualified with extensive industry experience.

Bankstown boasts a friendly, cosmopolitan environment with one of the world's most successful multicultural communities. With people from so many cultural backgrounds, residents have a wonderful opportunity to learn and experience from the beliefs and way of life of other cultures. Bankstown has a wonderful array of culture and cuisine and its demographics include people from countries such as Vietnam, China, Korea, Thailand, Indonesia, Philippines, Lebanon, India, Egypt, Middle East, Greece and many European countries to name just a few. You will find schools and churches of various religions plus shops, food varieties and restaurants catering to a wide range of tastes.

Bankstown also has more than 1090 hectares of beautiful gardens, parks, natural reserves, and open spaces. Bankstown City Gardens are popular for wedding photographs while the Sylvan Grove Native Garden, with its winding bush track and native plants, is very popular. The Georges River National Park and parkland along the Georges River are also great attractions.

Costs of Living and Accommodation

Before starting your studies and arriving in Australia, it is a good idea to prepare a budget. This will help you when you arrive in Australia and need to pay for accommodation, travel, food and other expenses (in addition to tuition fees).

You must have enough money to cover all living expenses before you leave your home country. Whilst you may have the right to work in Australia (depending on your visa conditions), you cannot assume that you will earn enough money through working in Australia to meet your tuition fees and / or living expenses.

Click on the following link <http://www.studyinaustralia.gov.au/global/live-in-australia/living-costs> to download an approximate guide to the costs of living in Australia. They do not include the costs of telephone calls (including mobiles) or internet connections or tuition fees. Exact costs will vary depending on what your living arrangements will be, where you choose to live, inflation and currency fluctuations. Remember to estimate further costs for any spouse that may be travelling with you or dependent child. Any school-aged dependants travelling with you will be required to pay full tuition fees at a private or government school in Australia.

Accommodation is available by renting a home unit, town house, villa or a free-standing house. A free-standing house normally has a fenced garden with lawns surrounding the house – ideal for families with children. These units/villas/units/houses can be rented with one to four bedrooms and normally include a kitchen, bathroom, internal toilet, lounge room (salon) and eating area (dining room).

The average costs of renting these types of premises in the Sydney area ranges from \$120.00 to \$400.00 per week. Electricity and telephone usage are additional costs. Students can choose to share accommodation which makes the costs of living a lot more affordable. The College can provide you with a list of real estate (property) agents on request. The following link will take you to the Australian government's website which gives you a summary of accommodation costs you can expect in Australia - <http://www.studyinaustralia.gov.au/global/live-in-australia/accommodation>

Student Support Services

One of the advantages of studying at Inter-Continental Colleges Pty Ltd is that you have access to a friendly and professional team who are committed to providing you with excellent support whilst studying and living in Australia. The College offers a range of support services to students, related to both academic and general welfare needs.

Inter-Continental Colleges Pty Ltd is committed to assisting overseas students settle into the Australian way of life with minimal disruption and inconvenience. Any overseas student who needs assistance during their enrolment period with the College should make an appointment to see a member of the Student Support team.

Our friendly staff will assist with the provision of any emergency telephone contact number plus information about living facilities, living conditions, banking, shopping, medical and dental services, religious services, cultural differences, recreational facilities, ethnic associations, law enforcement, etc.

Further information about the support services offered by the College are provided at induction and in our **Student Support Policy**.

If you need support as a student when involved in a critical incident, please make sure that you are familiar with the terms of our **Critical Incident Policy**.

Selection, Enrolment, Orientation

Selection and enrolment with our College is carried out in an ethical and responsible manner and we encourage people to apply for enrolment through a variety of avenues, such as: directly, through authorised agents or electronically.

We ensure that our selection processes are undertaken without any form of discrimination. Individual interviews are conducted - once we receive an application for enrolment - either by College staff or by our agents who strictly monitor the requirements for entry and ensure that applicants:

- meet all the requirements,
- are well informed and
- provide us with the opportunity to identify any special requirements the applicant may have.

To enrol with our College, students should:

1. complete the relevant Enrolment Form, sign and submit the form to us, with the following documents in English:
 - a) Authenticated transcripts* of relevant academic records (higher school certificate or higher level qualifications)
 - b) Proof of English language ability – a minimum level of 5.5 IELTS or equivalent is required or proof that you have studied in Australia in the last two (2) years. If you have a lower level of English language ability we can offer English language classes with our sister college, English Academy.
 - c) Completed Pre-Study Evaluation Form following an interview with your education agent or College representative.
 - d) Any additional documentation to support your application (e.g. resume, course credit application form, references, etc)

Note:

- The Department of Border Protection also provides information as to detailed English language requirements for international students. Click on the following link to access that information <http://www.border.gov.au/Trav/Stud/More/Student-Visa-English-Language-Requirements>
- If you wish to submit documents in a language other than English you may do so, but they must be accompanied by a translation from a certified translator.

*Authenticated transcripts must be:

- i. Original documents (ie testamur and transcript of results) provided by the applicant to an authorised College representative (e.g. agent or staff member)
 - ii. Copies of the original documents (ie testamur and transcript of results) provided by the applicant which have been either:
 - ✓ Notarised by a Public Notary, Justice of the Peace or equivalent authority in the country of origin
 - ✓ Verified as a true and correct copy of the original documents by an approved College representative (e.g. agent or staff member)
2. Successful applicants on student visas will be issued a Letter of Offer together with a Written Agreement and a Tax Invoice.
 3. The signed Written Agreement is required to be returned by the student together with payment of a deposit to secure your place in the course – please note this must be returned before your enrolment can be confirmed.
 4. An electronic Confirmation of Enrolment (eCoE) is then issued. Students need this eCoE to prove to the Australian government authorities that they have secured a place in a course in Australia.

Note: Occasionally, we may issue a Conditional Letter of Offer if some entry requirements are not fully met. Applicants with a Conditional Letter of Offer need to meet the conditions of the offer prior to finalising their enrolment and enrolling in specific units of study.

Students should ensure they familiarise themselves with the terms and conditions of enrolment which are on the Enrolment Form as well as on the Letter of Offer (for international students). The College reserves the right to test students on commencement of their course (if necessary, e.g. English language test) to determine appropriate English language skills.

All successful applicants attend an orientation program during the first week of the course to familiarise them with the College's services, facilities and procedures. You will be advised of the exact date and time for your induction upon enrolment. You will also be told about what to bring to your orientation session (such as a pen and notepaper, passport with visa, original copies of all documentation).

Please note that you will be required to purchase any text books and equipment before your first class.

For further detailed information about selection, enrolment and induction requirements at the College please read our [Student Entry Requirements, Selection and Induction Policy](#).

Students studying with us also have the advantage of the support facilities and resources available through our sister colleges, Inter-Continental Colleges and English Academy. For further information on the facilities described please refer to www.intercontinental.edu.au.

Course Credit (Recognition of Prior Learning {RPL} & Credit Transfer)

The College encourages students to apply for Course Credit (this includes Credit Transfer and Recognition of Prior Learning). For students wishing to claim exemptions in their studies, they are required to complete a Course Credit Form and will be assisted by a staff member to ensure guidance is provided on the type and amount of evidence to be gathered to support the request.

Requests are assessed by appropriately qualified staff within 10 days and written notification on the outcome is provided as soon as practicable to the applicant and recorded on the student's file.

When assessing applications we recognise both Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations and TAFE.

Students should note that if they are granted Course Credit, their student visas may be affected as the duration of their course may be altered. Students should discuss their course issues with their agent or with the College's enrolment staff. Information about visa conditions should be obtained from DIBP (<http://www.border.gov.au>).

For further information about the College's RPL processes, please read our [Course Credit Policy](#).

Foundation skills

Foundation skills underpin vocational skills and are an integral part of vocational competency. They are the basic skills that your training is going to be built on – the foundations on which your skills will be based. All courses that we offer (ie training package qualifications) include information on the Foundation Skills (Employability skills and language, literacy and numeracy) that are required by qualifications and units of competency.

Foundation skills are embedded in our training and assessment strategies. Students requiring extra assistance with their Foundation Skills should talk to their trainer and/or to the relevant Training Co-ordinator or the National Manager – remember, they are all here to help you, the student.

Language, Literacy and Numeracy Support

Our Colleges considers that language, literacy and numeracy (LLN) needs of all individuals are important. In order to support students in this area, the College provides a range of Support English classes whilst completing courses. When necessary and appropriate, adjustments are made to methods of delivery and assessment, to suit the needs of individuals so that they will have a reasonable chance of success in their course. The College will assess your LLN skills prior to accepting enrolments.

Fees and Charges

The College imposes tuition fees and charges for its training services. For information on individual tuition fees please refer to Courses section of our Website. For information on payment of fees refer to the [College's Fees Policy](#). Students should note that;

- The College defines a study period as one semester (six months).
- Most courses are made up of two or more study periods, although some courses do not run for a full semester.
- Tuition fees are normally payable at least one semester in advance, but no more than 50% of the total tuition fees due will be charged by the College in advance.
- Official College receipts are always issued for all monies received from, or on behalf of, students.
- Students should also note that it is a legislative requirement that educational agents are authorised to only accept no more than 50% of total tuition fees payable in advance.
- Once a student has commenced the course, tuition fees for second and subsequent study periods will fall due within 14 days prior to the commencement date of the second study period.
- In the case of a course with a duration of less than one semester, all tuition fees and any additional charges are fully payable in advance.
- Detailed information on fees payable by an international student is contained in their letter of offer.
- Students should be aware that by signing the enrolment form and student agreement, they agree to pay the full fees charged by the College. The College also reserves the rights to change its fees and conditions, cancel or defer courses and to alter course timetables and class locations at any time without notice.
- Any requests for payment of tuition fees to be paid in instalments should be applied for prior to commencement of study.

For further information please read our [Fees Policy](#).

Refunds

In line with VET Quality Framework and ESOS regulations refunds are issued only as per the conditions outlined in our Student Refund Policy. Students should note that refunds are not automatically granted. The terms of the College's refund policy form part of the training contract and are outlined on the reverse side of the Enrolment Form and Letter of Offer as well as contained on our website and in the Student Handbook.

For further information please ensure you read our [Student Refund Policy](#).

Unique Student Identifier (USI)

Students are advised that from 1 January 2015 all students studying in Australia must now have a Unique Student Identifier (USI). This is a unique method of identifying students and to ensure that any training results are retained in a central system and students can access their full transcripts at any time. This USI should be obtained by students prior to the commencement of training by applying to The Registrar at www.usi.gov.au. If students prefer, the College can apply for a USI on a student's behalf if the student requests this to be done and has authorised the College in writing to do so on the relevant form available from the College's administration.

Attendance, course progress and transfers

It is a condition of Study Visas that students must attend a minimum of 80% of scheduled course contact hours and achieve satisfactory course progress in order to complete their qualification. A student who is absent from class due to illness must provide a Doctor's certificate. If circumstances arise which are making it difficult for you to successfully attend classes, the College has student support staff who may be able to assist.

Students should note that they cannot change their College until they have completed 6 months of their principal course of study without a written letter of release from their College and satisfying the College's policy on student transfers.

If you are experiencing difficulties in meeting the College's attendance requirements, please contact one of our friendly Student Support Staff who can assist you. They may suggest an Intervention Strategy to assist you.

For further detailed information about the College's attendance requirements and related support information, please read our [Attendance Policy](#), [Student Support Policy](#), [Intervention Strategy Policy](#), [Compassionate and Compelling Circumstances Policy](#) and [Student Transfer Policy](#).

Privacy

The College collects information from you during the application process as well as during your enrolment in order to meet our obligations under the ESOS Act and the National Code 2007; to ensure student compliance with the conditions of their visas and their obligations under Australian immigration laws generally. This information includes, but is not limited to, personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach by the student of a student visa condition.

The authority to collect this information is contained in the Education Services for Overseas Students Act 2000, the Education Services for Overseas Students Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007. Information collected about you can be provided, in certain circumstances, to the Australian Government and designated authorities and, if relevant, the Tuition Protection Service (TPS) and/or agencies and the TPS Director. In other instances information collected on this form or during your enrolment can be disclosed without your consent where authorised or required by law.

The College, in some circumstances where the student requests us to do so, may apply for a Unique Student Identifier (USI) on the student's behalf. If the student requests the College to apply for a USI for the student, the student must read the relevant USI Privacy Policy and complete the relevant USI Application Form authorising the College to apply online for a USI for the student. The College will destroy the relevant USI Application Form as soon as the application has been lodged online.

For further detailed information about the College's information handling practices please read our Privacy Policy.

Overseas Student Health Cover

It is a condition of a Student Visa that students maintain adequate health insurance for the duration of their visa. Overseas Student Health Cover (OSHC) can assist students to meet the costs of medical and hospital care if needed in Australia.

OSHC does not cover costs such as dental, optical, physiotherapy services or treatment of conditions existing prior to arrival in Australia. It is not general travel insurance, and will not cover the loss of personal items (eg. camera, laptop).

Student visa applicants must obtain OSHC for the proposed duration of their student visa; to facilitate this, OSHC for your total student visa duration must be purchased when accepting your offer of admission. Your electronic Confirmation of Enrolment (required for student visa application) cannot be issued until this payment is received. Information about this change has been posted on the Department of Immigration and Border Protection (DIBP) website.

The College's preferred OSHC provider is Australian Health Management (AHM), and the current OSHC Fees and Charges are available on the AHM [website](#). It is the responsibility of each student to ensure that they maintain OSHC throughout their stay in Australia and that the OSHC coverage matches the actual dates of their student visa.

Further detailed information about OSHC is provided on the DIBP website (<http://www.border.gov.au>) and the Department of Health and Ageing website (www.health.gov.au).

Learning and Assessment

Our College is committed to providing a flexible and equitable process for both learning and assessment by examining the student group and individual student special requirements when deciding upon delivery and assessment modes, methods and tools.

The College defines flexible learning and assessment as an approach to education which offers the student a number of choices in what to learn, how it is learnt and assessed, when and where learning and assessment occurs.

Flexible learning and assessment practices are introduced into the classroom by using approaches that loosen the constraints of class room based face-to-face delivery. While the class-room-based teaching is the main way in which classes are conducted, staff do have opportunities to engage in teaching and conducting assessments via a variety of means such as:

- Presentations and role-play activities;
- Demonstrations and observations;
- Short answer tests and assignments
- Class excursions to experience 'real-life' scenarios.
- CD / interactive based resources;
- Self-paced DVD resources;
- Online and/or web-based resources.

If a student believes that they will require special consideration with either learning or assessment they may speak with the trainer or contact student services.

Student Complaints & Appeals Procedure

Our College endeavours to create a positive learning environment and provide student support services which are fair, friendly and supportive, where students are encouraged to learn without being treated unfairly or subject to harassment.

We recognize that from time to time misunderstandings and issues arise which require a formal complaints handling process. The College has developed an equitable Student Complaints and Appeals Policy which should be used by students who wish to make a complaint or appeal. The College has a fair and open Complaints Policy to address any student concerns or appeals and provides that outcomes are recorded in writing.

The availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

For further information about complaints handling processes, please read our [Student Complaints and Appeals Policy](#).

Student Conduct

All students are required to behave appropriately whilst studying at the College. This means students must not act in a manner which causes distress to other students or staff or breaches relevant legislation such as the Racial Discrimination Act or Anti Discrimination Act. The College also requires students to dress appropriately.

Students enrolled at the College are required to abide by the Student Code of Conduct which sets out minimum standards of behavior expected of students.

Where a student misbehaves, the College may take disciplinary action which can result in the suspension or cancellation of a student's enrollment.

For further information about the College's policy in this area, please read our [Student Code of Conduct](#) and [Suspension, Cancellation or Deferral of Enrolment Policy](#).

Student Contact Details

It is a legal requirement to ensure that our student records are accurate. Students **must** notify the College immediately and no later than seven (7) days after the change of any change to their personal and/or contact details such as change of name or change of residential address. Failure to do so means that students will have breached their visa conditions. Students should remember that providing your current address to the College assists us in helping you to maintain your safety in Australia.

Student Deferral, Suspension and Cancellation of Enrolment

Student enrolment can be deferred, suspended or cancelled in limited circumstances by College management or by the student. These circumstances include but are not limited to: compassionate and compelling circumstances, student misbehaviour, plagiarism, serious illness or injury substantiated by medical certificate, bereavement of close family member (substantiated by death certificate where possible), major political upheaval or natural disaster, or traumatic experience substantiated by relevant evidence. When deferral, suspension or cancellation of enrolment is initiated by the College, students have the right to appeal the decision both through internal and external avenues.

Overseas students who wish to apply for leave of absence must notify the College in writing in advance stipulating the reason for the leave and supplying documentary evidence to substantiate the request (e.g. medical certificate, death notice, etc). The duration of the leave applied for must be consistent with the reason given and should not exceed one semester. Students are advised that deferral, suspension or cancellation of studies could possibly affect their student visa.

For further information about this, please read our **[Suspension, Cancellation or Deferment of Enrolment Policy](#)** and our **[Compassionate and Compelling Circumstances Policy](#)**.

Access and Equity

All personnel working at our College abide by the principles of access and equity and ensure that they behave in a non discriminatory manner as outlined in our Code of Practice. Students are treated fairly and equitably at all times and are advised on equal opportunity and discrimination issues. Equity policies are set by management and advised to staff and students. Where a student has a concern regarding their treatment they should refer to the College's **[Complaints and Appeals Policy](#)**.

School-aged Dependants

Any school aged dependants accompanying international students to Australia will be required to enrol in a school in Australia. These students can attend a government school or private school and full fees must be paid.

For more information about visas for dependants of student visa holders, please see the DIBP website: <http://www.border.gov.au>

Access to Records

The College maintains a record of training for every student. If a student does not have an up to date copy of their training record, they can request one from their Group Training Co-ordinator. From 1 January 2015, students can access their academic record through the USI system.

Once a student has successfully completed their course, they must lodge a Request for Documentation through the College's Student Services Department. Certification is issued once all results have been finalised and any outstanding tuition fees having been paid in full.

Please note: if a candidate has any outstanding tuition fees remaining, this will result in the delay of recording results and the issuing of any relevant formal documentation.

In the event that a student needs a replacement statement of attainment or qualification after they have completed training, they must submit a written request and the relevant fee to the College's Student Services Department.

Legislative Compliance

The College complies with all legislative requirements relevant to training delivery and assessment in the vocational sector and also the national/state health and safety, workplace harassment, anti-discrimination and privacy legislation. Any legislative or regulatory requirements that are relevant to a program will be made known to the learner prior to, or during, the first session.

Reasonable Adjustment

The College is committed to providing training and assessment services that reflect fair and reasonable opportunity, and consideration for all regardless of race, colour, religion, gender or physical disability. Trainers and assessors apply the principle of reasonable adjustment where it is relevant and appropriate. If a learner/client has a concern or query about an issue they should speak with the trainer in the first instance or the National Manager if it is more appropriate.

Further information is available in our **[Improper Conduct Policy](#)** and **[Disability Policy](#)**.

Student Manual

Important information for students about the College is contained in the **[Student Manual](#)**. All prospective students should read this manual which is available on the College website. Students should check our website regularly as updates are published from time to time. Please also read our **[General College Information](#)**.

ESOS Framework

Training Organisations who appear on the CRICOS (Commonwealth Register of Institutes and Courses for Overseas Students) Register are governed by the ESOS (Education Services for Overseas Students) Framework which consists of legislation including the ESOS Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. These laws are in place to protect overseas students and to uphold high quality standards of education within Australian Education Institutes.

Please refer to our website to read important information on the ESOS Framework before enrolling at the College.

We hope that the above information has been of assistance to you.

If you require any additional information in relation to any of the above issues, **please do not hesitate**

to contact us on +61 2 9791 6555 or by email at sydney@intercontinental.edu.au or

via the "Contact Us" tab on the main menu.

We look forward to meeting you and working with you to make your studies a very rewarding experience.