

Australia's Leading and Most Respected
College of Natural Therapies and Self-Development

INTERNATIONAL



Nature Care College

naturecare.com.au

Student Handbook



We look forward to sharing this exciting time of planning with you. For more information, please contact us.

Student and Learning Services
International Student Enrolment Guidance
46 Nicholson Street, St Leonards NSW 2065
Telephone: +61 2 9438 3333
international@naturecare.com.au
www.naturecare.com.au

Nature Care College has restricted access/facilities for handicapped students and will not be able to accommodate these students should they wish to enrol.

Design: Kate Dougan
Update: 26 March 2010



Nature Care College

CRICOS Provider Code: 02675G
National Provider Number: 91149

Nature Care College Pty Ltd
ABN 77 105 282 264

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Why choose Nature Care College?

Australia leads the way in complementary health care, Nature Care College is the largest and most respected Complementary Medicine College of its kind.

Located close to the heart of one of the most beautiful cities in the world, Nature Care College is a centre dedicated to providing quality training for prospective natural therapists.



Established in 1973, Nature Care has been at the **forefront of education in natural therapies for over 37 years.**

The College offers some of the **most progressive areas of study** in natural therapies.

Nature Care **employs leading academics.**

Nature Care is **accredited under the Australian Qualifications Framework (AQF) to provide national standards of training and qualifications.** The AQF is a quality assured system of education recognition that Registered Training Organisations (RTOs), such as Nature Care College, abide by.

Nature Care College has an agreement (MOU) with two external providers, Training Aid Australia Pty Ltd and Re:VIVA First Aid and Resuscitation Training Pty Ltd, to deliver Unit of Competency HLTF310B 'Apply First Aid'. Training is undertaken onsite at the College.

At Nature Care you are part of a community where people are genuinely interested in growth, learning, healing and the wellbeing of themselves and humanity. With an eclectic mix of people, a vibrant buzz surrounds the College and offers a friendly, caring and supportive environment.



What we offer you



Professional Clinic Training

As a student you will integrate your theoretical training with therapeutic practice so that you emerge as an exceptional therapist. Established in 1986, our professional training clinic is a vital part of training for senior students.

The clinic is where students will ultimately put into practice their knowledge and skills. It provides the best possible training that comes from hands-on experience with public patients, under professional supervision.

Nature Care Library

The College Library offers an extensive range of resources to support students in their studies including recommended textbooks, a wide range of quality print and online journals, videos, cassettes and CD-ROMS.

Computing facilities provide students with Internet access and word processing as well as access to a growing selection of electronic databases and e-journals where you can search hundreds of full text journals. Our trained librarians are on-hand to help.

Yoga & Movement Studio

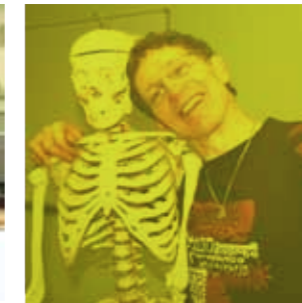
Nature Care offers a range of yoga and meditation classes at the campus.

Café

The Nature Care café is a fabulous meeting place for students and visitors to unwind and nourish their bodies. The café provides healthy food with friendly service.

Nature Care Emporium

At the Nature Care Emporium you will find some of the most unique and interesting products from around the world. Whether you're buying something for yourself or a special gift for family and friends, the Nature Care Emporium has something for you.



What can you study?

All Professional Training Programs for International Student entry are registered with CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students).

CRICOS Provider Code: 02675G

Only full-time study options are available to International Students.

Advanced Diploma of Nutritional Medicine

Diploma of Shiatsu and Oriental Therapies

Diploma of Remedial Massage

Certificate IV in Massage Therapy Practice

Please refer to the current 'What Can I Study' leaflet for a list of the courses on offer for International Students along with intake times and prices.

It may be possible to combine more than one Professional Training Program, as a number of our courses share common subjects. Provided you maintain the full-time study requirements of your enrolled CRICOS accredited training program, you are able to study any additional subjects that you would like to. However, unfortunately we can't guarantee there will not be any timetable clashes between primary & secondary course subjects.

Course outlines on each Professional Training Program can be viewed and requested via our website, www.naturecare.com.au or via email on info@naturecare.com.au

Bachelor Degrees

***current students only, no new enrolments**



A **Certificate IV** qualification provides industry specific skills and competencies with a high practical focus.

A **Diploma** qualification is based on more complex principles with application of skills and knowledge.

An **Advanced Diploma** is more specialised and requires greater complexity and personal accountability. (Focus is on industry-specific and medical science knowledge and application.)

Professional Associations

Association recognition is available once a professional qualification has been completed. International students are encouraged to determine the requirements of the professional industry associations within their own country, as all associations' benefits and requirements vary.

“

I am a child of nature, so I must learn from our divine Mother Earth. I chose Naturopathy because I can bring people and Nature together.

Nature Care is the ultimate place I can possibly be to achieve my dream with the support of excellent lecturers, friendly staff, and open-minded students whom I share a vision with.

”

 **Nobuko Shimizu**

NATUROPATHY JAPAN

Life in Sydney

With over 4 million people, Sydney is the largest city in Australia and the most popular with international visitors. It is home to people from over 180 nations, speaking 140 languages.

Sydney is renowned for its world-famous harbour, beautiful beaches and many interesting things to do. Most of Sydney's 37 beaches lie within 30 minutes of the city centre.



Work

International Students may work for up to 20 hours per week while they are enrolled in full-time study in Australia.

There is no restriction on the hours you can work during the weeks that your course is not in session (eg. College vacations).

Please be aware:

- You will not be able to start work until you have commenced your studies.
- Any part-time work undertaken must not interfere with your studies.

Transport

Nature Care College is located in St Leonards, Sydney – north of the Harbour Bridge. The College is close to public transport (train and bus) and the city centre.

Public transport is the easiest way to get to Nature Care College. The College is located close to a major bus route on the Pacific Highway and is only a 5-minute walk from St Leonards train station.

To access timetables for trains, buses and ferries, visit www.131500.com.au.

Accommodation

Nature Care College is only 20 minutes from the heart of the city by train and you may want to make the most of the inner city/ beach accommodation when you arrive. You can expect to pay between \$A175 - \$300 per week for accommodation in Sydney and should allow approximately \$A250 - \$400 per week to live comfortably.

When you arrive, there are several youth hostels and budget accommodation venues that you can access via the Internet. You might find the websites listed below useful in finding initial temporary accommodation or something more permanent.

Students may wish to use a Homestay Service. A homestay service will arrange accommodation for students with carefully selected families. Homestay gives students the opportunity to experience Australian lifestyle and culture in a safe, friendly and caring "home away from home" environment, as well as the opportunity to practise their English in real-life situations.

Below are some websites you may find useful in searching for accommodation:

Sydney Morning Herald Real Estate
www.domain.com.au

Flatmate Finders
www.flatmatefinders.com.au

Youth Hostels Association (YHA)
www.yha.com.au

Glenferrie Lodge
www.glenferrielodge.com

The Homestay Network
www.homestaynetwork.com.au

To find out about your rights and responsibilities when renting, as well as general consumer protection, visit www.fairtrading.nsw.gov.au or telephone 133 220



Sacha Marison

NATUROPATHY

“I'm looking forward to the next two and a half years of studying here, and getting to practice and treat patients is something I'm excited about.

Also, living in Australia is fantastic; the lifestyle, beautiful beaches, great weather and the people are really friendly.”

UK

Academic and Student Support

As an International Student at Nature Care College you will enjoy the many benefits of studying in a supportive and caring environment.

International Student Course Advisor

The International Student Course Advisor is your representative at the College and will assist with your student visa, College applications and health insurance. The International Student Course Advisor is also available whenever you are experiencing difficulties during your time at College.

Free Professional Counselling Service

A counselling service is available for the benefit of all Nature Care students. Experienced Counsellors are on-hand at the Clinic every Tuesday and Thursday to provide confidential help to all students for personal problems, conflict or crises.



Introductory & Support Courses

Summer School

Introduction to Anatomy & Physiology
Introduction to Chemistry

Term Time

Free optional tutorials in Anatomy & Physiology and Chemistry.

English Support Classes

English support classes are available if you are finding it difficult to comprehend English terminology or for assignment writing. They run every term. To enrol, contact the International Student Course Advisor.

Difficulty with Exams

If English is your second language you may be eligible for additional time to read your examination papers. This option will only be available if both your lecturer and the International Student Course Advisor agree that you require extra support. This needs to be arranged through the International Student Course Advisor, at least two weeks prior to the time of your examinations.

Eligibility and Exemptions

Are You Eligible to Study?

If you are over the age of 18 years you may apply to study at Nature Care College. All you need is a keen interest in natural therapies, self-discipline and a genuine commitment to your education.

What if English is not my first language?

As many subjects include complex terminology, demanding even for fluent English speakers, students from non-English speaking backgrounds are required to submit proof of their English speaking ability with their applications.

As an entry requirement of the College, students from non-English speaking backgrounds must have a minimum TOEFL score of 550, TOEFL (Computer-based score) of 213, TOEFL (Internet test) 79-80 or IELTS academic score of 6.

If you have studied at an English college which does not offer either of these examinations, you must obtain proof from that college that your English level is equivalent to any of the above-mentioned grading systems.

If you have enrolled to study English within Australia your enrolment confirmation will be 'pending' the outcome of your English examination. If you are unable to satisfy the English level requirement by the starting date of your studies at Nature Care College, we will be obliged, for your benefit, to withdraw your enrolment and will refund all monies paid.

NB. Applications for enrolment will only be granted if, in our view, success in your pending English examination is highly probable.

Recognition of Prior Learning (RPL)

Anyone may submit an application for 'Recognition of Prior Learning'; however, the following conditions apply:

- Per the College's RPL Policy and procedure, available from the College website.
- Applications must be submitted at least four weeks prior to enrolling.
- If you are granted RPL the duration of your course may be shortened and DIAC will be notified accordingly.



How to Apply



Step 1

Obtain an International Student Pack from the website or by emailing the International Student Course Advisor [international@naturecare.com.au].

Remember to indicate which course outlines you would like!

Step 2

Obtain the Student Visa application information from your nearest Australian Embassy or via the DIAC website [www.immi.gov.au].

This will include the following information:

- Where to have your medical examination
- Cost of applying
- What you need to submit
- Forms and booklets

Please read all relevant information carefully before applying for your student visa. You can find more information at www.studyinaustralia.gov.au



Step 3

Complete and return your Nature Care Application Form. Attach all academic transcripts, covering letters and accompanying documents and provide all necessary information on the form provided.

Do not send any payment.

Once your application has been assessed, we will send you out a **Letter of Offer**, with initial acceptance or a letter with initial acceptance pending your English score outcome. The Letter of Offer will outline the fees you will be required to pay. You will also be sent a student agreement which you should read carefully and sign prior to making any payment.

Step 4

Make your payment for tuition as indicated on your Letter of Offer. If you are transferring money directly into the College account, please ask your bank to identify the payment with your name. Also, please inform the International Course Advisor beforehand.

For Country Assessment Levels 3-5

Before completing your enrolment form, you must submit your Letter of Offer to your nearest Australian Embassy, Consulate or High Commission for pre-visa assessment to study on a Student Visa. Once you have received permission to enrol you can make your tuition payment.



Step 5

A copy of your Confirmation of Enrolment (CoE) is sent to you as receipt of your payment along with a Welcome Letter advising you of your orientation date and when you need to enrol by.

Your CoE is also electronically forwarded to the Immigration Office that you have nominated. You must make your Student Visa application at this same office.

Step 6

Submit your Student Visa application form, medical test results and all other relevant documents to your nominated Student Visa office. You can apply for some Student Visas online via evisa, on the DIAC website [www.immi.gov.au].

Step 7

Notify the International Student Course Advisor as soon as you receive your Student Visa. Provide a photocopy of your new Student Visa.

Step 8

Make arrangements for your accommodation in Sydney.

“

The teachers are great. They teach from extensive practical experience and with a lot of passion. I love the interactive and hands on way of teaching. They are inspirational.

”



Anouk Furst SHIATSU

HOLLAND

Fees and Financials

What you will pay

Tuition Fees

The International Student Course Advisor will provide you with a total of your fees for your first year of study. You can then calculate subsequent yearly fees by checking the current 'What Can I Study?' leaflet.

Please note, fees quoted in the term timetables are for local students. International Students pay 10% extra on tuition fees.

Enrolment fee \$95

This is a once only fee paid for your first Professional Training Program. Any additional programs do not incur this fee.

Administration Fee \$450

NB. For courses less than 1 year in length the Administration Fee is charged pro-rata.

This is an *annual* fee.

Overseas Student Health Cover

The College organises the first year of a student's health cover. Subsequent health cover is then organised by the student at the end of the first year. Remember this is a mandatory part of your Student Visa obligations.

Textbooks

See www.naturecare.com.au for info

NB. Fees may be subject to an annual increase.

How, when, where to pay

No payment is required with your initial application to Nature Care College, unless you are submitting an application for 'Recognition of Prior Learning'.

If your application to study at Nature Care College is successful you will be sent details of how to make your initial payment to the College.

Payment requirements

As an international student studying in Australia you are required to make your payment in the following way:

Courses less than 1 year in length
Course fees, ancillary fees and health cover are required to be paid in full before commencing your nominated course.

Courses greater than 1 year in length
Payment of the first year's course fees, ancillary fees and health cover premium are required upon enrolment in order to obtain your student visa. After the first year, course fees can be paid term by term. Your Annual administration fee is payable in term one each year.



Overseas Students Tuition Assurance Scheme

Nature Care College subscribes to the Overseas Students Tuition Assurance Scheme (OSTAS). The purpose of OSTAS is to protect the interests of students coming to Australia on a student visa, by providing tuition and financial assurance.



Financial Assistance and Refunds

Financial Assistance

UK Students

Career Development Loan: UK citizens may be eligible for the following student loan from www.lifelonglearning.co.uk. Nature Care College's learning provider code is 11965. Please quote this number when applying for your student loan. If you will be applying for this loan please let us know at the time of your application as the approval process can take some time.

Canadian Students

Nature Care College is affiliated with the British Columbia Student Assistance Program (BSCAP). Financial assistance may be available to 'eligible' International Students enrolling at Nature Care College in a full-time Diploma program.

If you are a Canadian citizen and would like to find out more about the Student Assistance Program, contact your provincial government for information.

Students receiving assistance under this scheme must observe all the conditions of their student loan. Information about a student's enrolment, academic and attendance status may be made available to BCSAP upon request.



Refunds

Refund of monies paid to the College will be granted under the following circumstances in compliance with the Regulations stated in the ESOS (Education Services for Overseas Students) Act set by the Department of Immigration.

Full Refund of 'Course Money' will be given within two weeks if:

- The course offered does not begin on the agreed starting time
- The College ceases to provide the course during its term
- The provider defaults and the student has not withdrawn before the default date
- The student is not granted a student visa to study in Australia

Refund of 'Course Money' less a \$50 administration fee will be given within two weeks if:

- The student withdrew in writing prior to the commencement of a given term

Refund of 'Course Money' less the College administration fee and fees paid for the current term of enrolment will be given within six weeks if:

- The course offered by Nature Care College started on the agreed starting date but the student did not start the course on that date
- The student withdrew from the course after the agreed starting date

Student Visa Information

Please contact your nearest Australian Embassy/Consulate/High Commission to obtain application forms and details about applying for Student Visas.

The time taken for the processing of Student Visas often varies depending on your country's assessment level, country of origin and the time of your application (eg. Christmas/New Year is generally very busy).

Applications made from within Australia should be submitted by registered post.

More detailed information about applying for a Student Visa can be obtained from the Study in Australia website, www.studyinaustralia.gov.au, your nearest Australian Embassy, Consulate, High Commission, or the Department of Immigration and Citizenship (DIAC) if you are already in Australia.

Country Assessment Level

The steps involved in getting a Student Visa depend upon your country's Assessment Level (AL). Students from AL1-2 have fewer restrictions when applying for a Student Visa than students from AL 3-4. The AL of a country is different in each educational category. Nature Care College is in the Vocational Education & Training category (subclass 572) and Higher Education (subclass 573). To find out your AL, visit www.immi.gov.au

What do you need to apply?

- **Application Form (157a)**
- **Your Passport**
- **Visa application charge**
(contact DIAC for this information)
- **Overseas Student Health Cover:**
 - o Initial application for health cover is made via Nature Care College
 - o See Overseas Student Health Cover section on page 20 for details
- **Evidence that you have completed your last course of study**
i.e. academic transcript
- **Details of your financial status**
- **Results of medical and X-ray examinations** (for all persons included in your application)
- **CoE Form** completed by Nature Care College



“

At Nature Care I found a wonderful environment full of amazing people sharing the same interests. My teachers are a constant inspiration with their experience and enthusiasm.

”



Lino Zinchi SHIATSU

ITALY

Student Visa Information continued...



Financial Status

As an international student you are required to provide DIAC with details of your financial status upon applying for a student visa. This is to ensure that you are able to finance your studies and your living expenses during your time in Australia.

What do I do if I have family/dependants?

If student visa holders have dependants who will be coming with them to Australia, they are required to make arrangements for the education of the dependant/s, which may incur school fees. Students should contact DIAC for more information about the status of dependants when intending to study in Australia.



Transferring from another College with student visa status

You are required to make an Application to Change Provider (Form 157C) to DIAC by registered post. Changing provider will incur a processing fee - payable to DIAC - unless you have to change provider because your current provider has defaulted.

You are required to provide the following with your application:

- A written statement detailing your reasons for changing education providers;
- A letter from your current provider agreeing to your release;
- A letter of acceptance from your new provider confirming that you have been offered a place. Don't enrol until you have obtained permission to change provider;
- Details of your financial circumstances;
- Your passport.

Please note that transfers prior to completion of six months of a students' principal course of study are only granted under exceptional circumstances as per Standard 7 of the National Code 2007.

DIAC will endeavour to notify you of their decision within 10 working days. Your passport will be returned to you by registered post.

If you are currently on a temporary, work or tourist visa you will also need to include a written statement which details your educational/employment history for at least the past five years with supporting documents i.e. academic transcripts, qualifications and a statement of why you believe your chosen course is relevant to your future.

Student Visa Information continued...

What do I do if my Student Visa Application is unsuccessful?

If you have paid your fees and your student visa application is unsuccessful you are eligible for a full refund of all monies paid to Nature Care College.

Please note that your payment for Health Insurance is treated separately. You will therefore need to approach the Health Insurers directly for a refund of your membership.

Please refer to the Overseas Student Health Cover section on page 20 for more details.

What happens when I graduate?

The College is required to notify DIAC as soon as you have successfully completed your course of study.

Students who want an extension on their visa to travel in Australia should apply for a visitor's visa. If you have finished your original course but you want to study another CRICOS accredited course, then organise a new CoE with the International Student Course Advisor and apply for another Student Visa with DIAC.

What if I decide to postpone my studies?

If you would like to postpone your studies you are required to apply in writing to the International Student Course Advisor.

Deferments of up to one (1) year may be granted providing advice is given in writing prior to the commencement of a given term. Deferments will only be granted if all subjects within a College term have been successfully completed. Please note that if you are concurrently enrolled into a University program, you may only defer at the end of an academic year.

We are obliged to notify DIAC in writing of your decision to defer your studies in Australia and your deferment will result in the cancellation of your current student visa. You will therefore need to reapply for another student visa prior to recommencing your studies. Please note that the final decision about your eligibility for a second student visa will be made by DIAC and will be based on your reasons for deferring your studies.

You should therefore contact DIAC to ensure that you will be able to resume your student visa status after one year, prior to making your final decision to defer.



Obligations as an International Student



As an International Student studying at Nature Care College you are required to comply with the DIAC regulations outlined below.

Failure to comply with any of these regulations can result in the automatic cancellation of a student visa and withdrawal from the College.

- All International Students must be enrolled in a full-time study program as set out by the National Code 2007 with a minimum of 20 contact hours per week.
- All International Students are required to maintain a minimum attendance of 80% per subject per term and must maintain full-time enrolment in the Professional Training Program they have joined. Please note that 90% minimum attendance is required for all Bodywork subjects as per College regulations and 100% attendance for clinic hours.
- In the case of illness, International Students must obtain and provide both the trainer and the International Course Advisor with documentation of their illness to be kept on their student file.
- All International Students must have Overseas Student Health Cover (OSHC). The preferred provider for health cover is AHM (Australian Health Management). Students must maintain their health cover for the duration of their student visa while in Australia.
- All International Students are required to contact Nature Care College, DIAC and AHM about any changes to their contact details during their time in Australia. This includes address, telephone and email details.
- All International Students are required to comply with the College policies and procedures as they apply to International Students and to meet all of the course requirements for the course that they have enrolled in.
- All International Students must adhere to the study program recommended by the International Student Course Advisor and

finish their student clinic within the expiry date of their Confirmation of Enrolment.

- Withdrawal from subjects must be made in consultation with the International Student Course Advisor.
- All International Students and their dependants may only work once their course has commenced.
- All International Students and their dependants must leave Australia within 28 days of graduating, unless they have made alternative visa arrangements with DIAC.
- All International Students must pay course fees in advance. First year fees should be paid in full, upon enrolment. After that fees can be paid on a term by term basis, however fees must be paid in full by the first week of each term.
- All International Students are required to achieve a satisfactory pass mark for each subject component of their Professional Training Program.

Cancellation or Suspension of Enrolment

In certain circumstances Nature Care College has the right to cancel or suspend your enrolment. These circumstances include:

- Failure to maintain satisfactory academic progress within your course.
- Failure to pay your tuition fees
- Disciplinary issues or academic misconduct, detailed in the Student Handbook available at: www.naturecare.com.au

If your enrolment is cancelled or suspended the College must report this to the the Department of Immigration and Citizenship (DIAC). You will need to contact DIAC to determine your visa status.

Should your enrolment be cancelled for failure to maintain academic progress then you cannot be reported to DIAC until all external appeal processes have been exhausted. You have a period of up to 20 working days to access the appeals process.

A copy of the full policy is available from the International Course Advisor.

“

I feel blessed to have had this opportunity to study such powerful teachings from such inspiring and knowledgeable teachers. It has been a most enjoyable, enriching and transformative experience.

”

UK

Naima Lambert YOGA TEACHER TRAINING

Overseas Student Health Cover (OSHC)

The Migration Regulations require all student visa holders to have “adequate arrangements in Australia for health insurance”. To ensure that this occurs, DIAC has nominated AHM (Australian Health Management) as the preferred OSHC provider.

Please refer to your AHM OSHC brochure for in-depth information about the health cover provided by AHM.

How does OSHC affect my visa application?

OSHC is a compulsory requirement of DIAC. Without OSHC a student will not be able to obtain a student visa.

AHM OSHC Rates	Single	Family
Up to 3 months	\$86.25	\$172.50
Up to 6 months	\$172.50	\$345.00
Up to 9 Months	\$258.75	\$517.50
Up to 12 months	\$345.00	\$690.00
Up to 15 months	\$431.25	\$862.50
Up to 18 months	\$517.50	\$1,035.00
Up to 21 months	\$603.75	\$1,207.50
2 years	\$655.50*	\$1311.00*
3 years	\$983.25*	\$1966.50*
Extra week **	\$6.65	\$13.30
Extra month **	\$28.75	\$57.50

* Premium shown includes 5% discount (applies where 2 years or more are paid in advance)

** Policies greater than 3 months can be tailored to suit the length of a student visa.

NB These prices are correct at the time of going to print and may be subject to change by AHM.

Visa-length Membership

All international students are required to have visa-length health cover. All students who have purchased an ‘annual’ for studies commencing in or prior to 2000, will be required to purchase a premium equal to their remaining visa length when their current membership is due for renewal.

How do I obtain OSHC?

If you do not know your arrival date in Australia you may write the commencement date of your Professional Training Program on the application form instead. The International Student Course Advisor will notify you of the cost of your OSHC and organise your policy based on this information. As with your College fees you are not required to send any money for OSHC until your application has been approved by Nature Care College.

Students with Exceptional Circumstances

Students from New Zealand - are not required to have a student visa to study in Australia. OSHC is not a requirement for these students, however, students from New Zealand may wish to take up this option, or another private health cover policy while studying in Australia, as they are not immediately eligible for Medicare.

Students from Norway - are covered by the National Insurance Scheme in Norway and do not require OSHC.

Students from Sweden - are covered by CSN International (the Swedish National Board of Student Aid) and do not require OSHC.

Can I get a refund of OSHC?

You may apply directly to AHM (or other designated OSHC provider) for refund of monies paid if any of the following occur:

- You do not arrive in Australia
- Your student visa is not extended/granted
- You have been granted resident status in Australia
- You are required to return home for reasons beyond your control
- You have paid premiums beyond the expiry date of your student visa
- Two payments for the same period of study have been received
- You have completed study in advance of the expected time and have returned to your country of origin
- You are returning to your home country for personal reasons and do not intend to continue studies in Australia.

This information must be supported by documentary proof eg. a letter from Nature Care College.

Please note that due to administration costs, refunds from AHM will not be considered for periods of less than one month. Please contact ahm, www.ahm.com.au or call +61 134 246

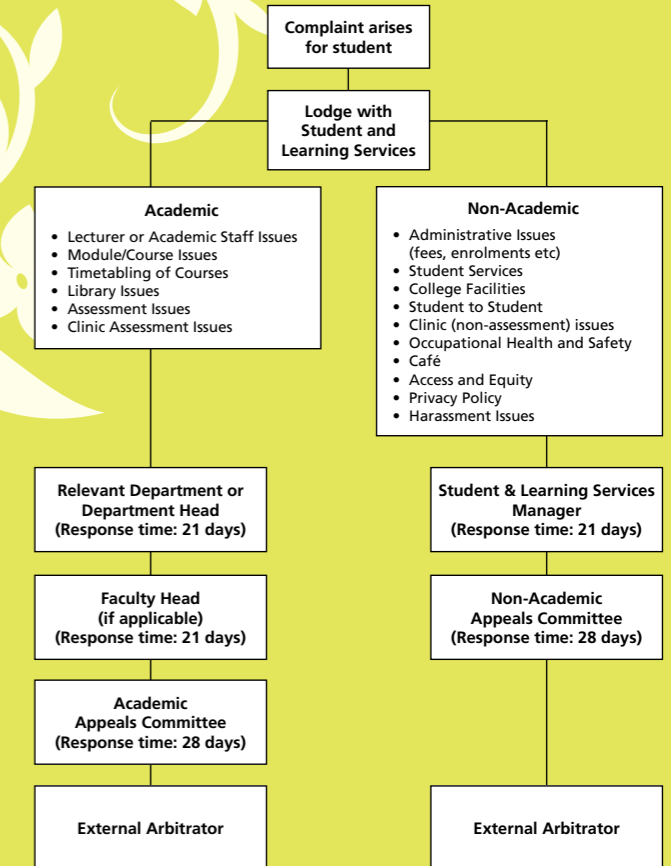
Resolution Procedures

Nature Care College strives to create academic excellence in a supportive environment, however from time to time you may hit a ‘bump’ in your study program. You may need an assessment remarked or have other concerns. If you are having difficulty with a subject, course or particular teaching style, or if you are experiencing conflict, there is a procedure to follow.

The initial step in *any* grievance is to discuss the issue with the person involved. If this has been done and the matter is still not resolved or if it is inappropriate to discuss the issues with the person involved, the following steps as outlined in the diagram at right should be followed until resolution.

Please refer to the ‘Academic Grievances’ and ‘Non-Academic Grievances’ Policies and Procedures that can be downloaded from www.naturecare.com.au and are also available in the Student Handbook.

Procedure for Student Complaints



Important Contact Details



Study & Visa Information

ESOS Framework - Information and Guidelines

In providing courses to International Students Nature Care College must comply with the ESOS framework which includes the Education Services for Overseas Students (ESOS) Act 2000 and the National Code 2007.

It is compulsory under the ESOS Act all institutions offering training to international students are registered on the Commonwealth Register of Institutions and Courses to Overseas Students (CRICOS). CRICOS registration ensures that the course you undertake and the education provider you study with meet the standards necessary for overseas students.

Information on the ESOS Framework is available electronically from the Department of Education, Science & Training (DEST) at: http://www.detinternational.nsw.edu.au/tafe/downloads/esos_framework.pdf

Nature Care College Pty Ltd's CRICOS provider code is 02675G.

The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)

www.cricos.deewr.gov.au

Department of Immigration and Citizenship (DIAC)

Street Address: 26 Lee Street
Sydney NSW 2000

Postal Address: NSW Student Centre
GPO Box 9984 Sydney NSW 2001
Tel: 13 18 81 | www.immi.gov.au

Australian Diplomatic Missions Overseas

www.dfat.gov.au/missions

English Language Schools

The following English College's are highly recommended by Nature Care College, however, you may choose to study at any language centre offering IELTS or TOEFL preparation testing.

Milton College

Level 1, 53 Walker Street

North Sydney NSW 2060
Tel: +61 2 9955 6884
www.miltoncollege.com.au

Sydney English Language Centre

Level 2, 19-23 Hollywood Avenue
Bondi Junction NSW 2022
Tel: +61 2 8305 5600
www.selc.com.au

Sydney Information

City of Sydney

www.cityofsydney.nsw.gov.au

Sydney Morning Herald

www.smh.com.au

Legal Services

Law Access Hotline - 1300 888 529

www.lawaccess.nsw.gov.au

Legal Aid - www.legalaid.nsw.gov.au

OSHC

AHM (Australian Health Management)

All enquiries: 134 246

Fax: 1300 329 246

Email: oshc@ahm.com.au

Locked Bag 1006, Matraville NSW 2036

English Language Websites

International English Language Testing System (IELTS) www.ielts.org

Test of English as a Foreign Language (TOEFL) www.toefl.org

Australian Associations

Australian Traditional Medicine Society (ATMS)

www.atms.com.au

or email: enquiries@atms.com.au

Australian Natural Therapists Association (ANTA)

www.anta.com.au

or email: anta1955@bigpond.com

Emergency Hotline

Police, Fire and Ambulance, call 000 (life threatening situation or if a crime is taking place).

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I feel truly blessed to be in this wonderful environment where I am surrounded by people who are helping me fulfil my dreams.

This gift and the great opportunities for self healing here are allowing me to lay the foundations for infinite possibilities to be of service to humanity.

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